Warranty Training Manual

Beechcraft

BEECHCRAFT
Warranty Training Manual

We build aircraft you can believe in.

Warranty Documents – Acceptable Language

Any kind of claim

Warranty

Support Plus

Service Bulletins

Post Delivery Commitments

Goodwill

Etc.

The next person to read your write-up wasn't there when it happened, or when you wrote it

MAKE IT PERFECTLY CLEAR!

Who will see the claim?

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Once the claim is received at Beechcraft Corporation it is possible that all of the people/departments listed below will review the claim data.

- **Warranty claims administrator**
- **Technical service in-house and field support**
- **Beechcraft Receiving**
- **Beechcraft Quality**
- **Engineering**
- **Parts Suppliers**
- **FAA**

When Writing Any Document, Keep in Mind That It May Be Produced In A Lawsuit Involving Both Our Companies

Details Are Important

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INCORRECT

The door handle is broken.

CORRECT

The door handle has no recoil action.

INCORRECT

The h-stab would not operate.

CORRECT

The h-stab would not operate at temperatures below 15° C in flight

Examples of terms for use in squawks:
LEAKS, CHAFFED, SPALLED, CRACKED, UNDERSIZED, OVERSIZED, UPSIDE DOWN, INTERMITTENT

Writing Squawks

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- **Be brief, concise and complete, but give us all the details**
- **Every claim must include a squawk, fix and ops check.**
- **Each claim must stand on it’s own merit**
- **Do not imply liability, responsibility or incompetence**

Words to Avoid

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Don’t use superlatives:

Very

Unbelievable

Extremely

Unacceptable Words without an explanation

BROKEN (use only if part is separated by force into two or more pieces. Be specific in describing the location, cause and description of the break.)
BURN (use only if an actual fire with flames has occurred and this information must be included in the narrative)
FAIL (use only if describing an annunciator indication. Use spaces between f a i l in that event to permit entry of the claim into our system)
FEW/SEVERAL/SOME/MANY (must quantify - how many)
INOP (if a part has no response whatsoever to applied power, describe as “no response to applied power)
NOT INSTALLED PROPERLY (please explain specifically what is meant)
WORN (Material or part consumed as a result of exposure to operation or usage. Please note: Not a warranty squawk/snag. Worn material or parts are not covered by warranty.)

Never Use –

Unserviceable	Deteriorated	Breach	Disintegrated	Defect
Critical	Damaged	Dangerous	Doesn’t work	Excessive
Malfunction	Negligent	Problem	Unbelievable	Very
Unreliable	Warrant	Faulty Imperfection		Bad

Details – Numbers/Sides

Be specific:

Instead of *some, several* or *few*, tell us how many –

There are 3 rivet heads smoking on the engine inlet.

Tell us where and which side – L/H or R/H

There are 3 rivet heads smoking on the RH engine inlet.

If filing for paint/interior work please use the Paint/Interior recording tool on the ASC Web Site.

Flat Rates

- Claims are settled based on established Beechcraft Flat Rates. Beechcraft will pay ASC's posted flat rates for labor charges even if the work is done in less time

- If the flat rate has been exceeded due troubleshooting you must…
    - **Give us all the details of the work performed**
    - **Provide the technical/service manual reference**
    - **Sometimes it helps to note each step and the time taken per step**
    - **Note if our Tech Support team was present or was called to assist with finding/fixing the issue**
    - **Tell us who you spoke with**

Please note - If the flat rate is exceeded and not paid on the claim (based on narrative provided), the overage CANNOT be billed to the customer.

Reminder

Beechcraft Keeps Each Claim Indefinitely

A completed squawk/fix is mandatory on each claim

Don’t let emotions enter into the narrative – Just the facts

Warranty

Warranty/Part Returns Contact List

Standard Warranty & Spare Part Warranty
Karren Gasche @ 316-676-8644 or karren_gasche@beechcraft.com
Kay Brewster @ 316-676-7034 or kay_brewster@beechcraft.com
Marilyn Morton @ 316-676-7282 or marilyn_morton@beechcraft.com
Elizabeth Stockbauer @ 316-676-2713 or Elizabeth_stockbauer@beechcraft.com
Or call 800 429 5372, select 7, then ask for your Claims Administrator.

Service Bulletins –
Kathy Neukirch @ 316-676-7193 or Kathy_neukirch@beechcraft.com

Support Plus – Domestic
Carla Walls @ 316-676-3297 or carla_walls@beechcraft.com

International –
Ravy Son @ 316-676-3049 or ravy_son@beechcraft.com
Donna Stewart @ 316-676-1413 or donna_stewart@beechcraft.com
Karren Gasche @ 316-676-8644 or karren_gasche@beechcraft.com

W1 Rejected Out-of-box – Parts rejected prior to first flight (can be installed, not flown)
Kathy Neukirch @ 316-676-7193 or Kathy_neukirch@beechcraft.com

New Part Returns –
Diana Miller @ 316-676-5815 or diana_miller@beechcraft.com
Carol Venegas @ 316-676-2458 or carol_venegas@beechcraft.com
Please note: these are shipped to Grapevine, TX only and can be restocked. New Part Returns cannot have been installed)

Cores –
Diana Miller @ 316-676-5815 or diana_miller@beechcraft.com
Carol Venegas @ 316-676-2458 or carol_venegas@beechcraft.com

No-Charge Replacement Part Claims/Orders -
Marilyn Morton @ 316-676-7282 or marilyn_morton@beechcraft.com

Beechcraft WEB –
Shelly Riedel @ 316-676-3685 or @ 1 888 727 4344, option 3, or email michelle_riedel@beechcraft.com

Claim Entry System Errors –
Carol Minton @ 316-676-7496 or carol_minton@beechcraft.com and provide your customer number and your claim number.

Revised March 2013

WARRANTY GUIDELINES

1. All claims must be filed electronically through the Warranty Web, Beechcraft's on-line claim submission system. Each squawk must be filed on a separate claim with the condition noted. Coverage should be determined by checking the **Aircraft Warranty Coverage** option on the **Warranty Web** menu screen. The date the work was accomplished or the occurrence date MUST fall within the coverage code dates and the removed part must be a Beechcraft's or HBP&D unit (excluding Engines and Avionics). Units sourced from suppliers other than Beechcraft are not covered. Warranty provisions prevail. (Claims totaling less than $50.00 will not be accepted in the system. See ASCAP)

2. Beechcraft Structural Warranty may include hour limits as well as calendar limits. Please note, STRUCTURAL coverage does not include parts manufactured by Beechcraft. It does include the fuselage, empennage, wing and control surfaces.

3. Use appropriate Beechcraft accepted terminology for discrepancies and corrective actions (Technical Terms booklets are in the Warranty section of this book). Words often seen in warranty narratives which either **MUST NOT** be used or must be explained clearly as noted below are:

Bad – do not use. Instead, please explain what was wrong with the part.
Breach
Broken – unless the part is spontaneously broken into two or more pieces. Please describe where broken and how.
Burnt, burn – unless there was an actual fire.
Critical
Damaged
Dangerous
Defect, defective
Deterioration, deteriorated
Disintegrated
Doesn't work
Extremely
Fail, failed, failing – use only if part of an annunciator warning and use quotes.
Faulty
Few - please be specific and quantify how many.
Imperfection
Inoperative or Inop. – If the part has no response to applied power, please explain as such.
Malfunctioning
Negligent
Not installed properly – please explain how it wasn't installed properly.
Problem
Several – please be specific and quantify how many.
Some - please be specific and quantify how many.
Unbelievable
Unreliable
Unserviceable
Very
Warrant

If the specific condition of the part is not known, please advise in the narrative **what is happening that shouldn't be**, *OR*, **what isn't happening that should be**.

Please do not include editorial comments in the warranty narrative – just the facts.

4. Requirements for claim entry:

   A. It is critically important that the HBP&D PO# be entered correctly, exactly as it is fielded in the Warranty Web (per the HBP&D Sales Order). If the installed part has a valuation type with core credit involvement, **CORRECT** fielding of the PO **and** the part serial number removed will assist the system in finding your part, if already returned for core credit, and attaching it to the Beechcraft Warranty Claim. Please refer to the Beechcraft Claim number for your claims on all correspondence. **A correct PO is critical to process all W1, W2 and W4 claims.**

   B. The removed part must be a Beechcraft unit return using the approved Warranty/Exchange Return labels. The narrative must include the condition/squawk (what was wrong with the part) and the fix (what was done to fix the system). When filing a W1, the condition/squawk is sufficient. A copy of the printed claim must accompany the removed part as the Return Authorization.

   C. W2 claims submitted for Warranty coverage require the items listed in B. W5 claims submitted for Maintenance coverage for inspection items from the Maintenance Manual need only a basic outline of the job plus the Inspection Code if applicable. Example: "Complied with 200 hr lube items". If misc. parts are requested, please provide the detail. Example: "2 ea. MS44407 o'rings @ 14.27 ea."

5. Beechcraft filing time limit is **60** days from the date of completion of the work. When a work order has been open for an extended time, the date of completion for the claim is still the date the work was done on the aircraft. 180 days from the date the work was completed is the maximum cutoff. Approved claims for work filed 61 thru 180 days after the work was done on the aircraft will be paid at 50%. Edit requests must be complied with in 7 days. Parts must be received within 30 days of the date the claim was filed if domestic, 45 days if international.

6. Warranty will consider outside invoices on required sublet (outside service) work (no taxes, expedite fees, freight or mark will be allowed). A copy of the invoice must be emailed, faxed or attached to the claim filed by your Beechcraft Claims Admin, with the claim number clearly noted or written at the top of the invoice.

7. Beechcraft credits invoice price on parts for valid aircraft and spares warranty, Service Bulletins and Good Will claims if:
   A. Work is performed on an aircraft model for Warranty at a Beechcraft Authorized Service Center rated for that specific model.
   B. Credits for W1 type claims
   C. Any pre-approved pass-through supplier coverage (such as Pratt)

8. Beechcraft Support Plus credits List Price (SSP) when the part discount is 20% or less.
    A. There is a 20% cap on Part Profit Allowance (PPA) therefore parts with discounts in excess of 20% will credit at less than SSP.

9. If the flat rate is exceeded and not paid on a claim, the overage CANNOT be billed to the customer. Work filed late and reduced or not paid also CANNOT be billed to the customer. Any discussion should be addressed to Beechcraft Warranty.

10. The ASC must return requested warranty parts prepaid to Beechcraft within thirty (30) days Domestic/ forty-five (45) days International, after the occurrence of the defect, at the ASC's own expense (including but not limited to, freight, insurance, customs duties, etc.) **unless otherwise directed by Beechcraft**. The airplane owner does **NOT** pay freight for parts requested to be returned by Beechcraft unless he orders parts directly from HBP&D and files his own claims. The ASCAP program covers ASC freight and handling. Premium freight may only be billed to the customer if pre-approved by that customer in advance of the work. Taxes, duty and/or customs fees are not covered by Beechcraft Warranty. Non-requested parts may be scrapped five (5) days from **settlement** date.

11. Warranty does not pay for consumables or wear and tear items (i.e. oxygen, oil, broken or cracked trim, interior scratches, tires, batteries, bushings, brakes, door and other seals, TKS fluid and other consumable liquids and gasses consumed in normal operation.)

12. Warranty will cover valid paint and interior issues up to **$5,000.00**. Any work required that exceeds this dollar amount must have prior Beechcraft approval, in writing, via fax or e-mail. When filing, define the area or areas affected in detail and provide the paint or interior item's condition. See News You Can Use 852-05-0022R1. Note: No credit will be issued for chipped paint claims, including paint chipped off of screw heads during warranty, maintenance or inspections.

13. Repaired, Overhauled, Rebuilt or Serviceable parts installed for Warranty or Beechcraft Special (maintenance) Programs are filed as W2 or W4 claims and the removed parts are required to be returned prepaid with the Green and White Warranty Claim Shipping Label along with a copy of the Beechcraft claim printed out Return Authorization form, **unless otherwise directed by Beechcraft.**

    NOTE: *See the HBP&D Part Limited Warranty document for the Spares Coverage on Beechcraft's NEW, REBUILD, OVERHAUL, REPAIR and SERVICEABLE which have twelve months warranty from date of purchase.*

14. HBP&D Rotable/Exchange parts are to be used for all warranty or maintenance issues, with REPAIR used first if available. If a Rotable is not available within a reasonable amount of time of the PO being placed with HBP&D, **prior written approval must be obtained from Beechcraft Warranty to order NEW**. Again, Beechcraft Warranty approval is required if installing NEW (need approvals in

writing via fax or e-mail). In addition, all warranty claims should be filled with a repaired part, if available. The purchase of overhauled and new parts will only be reimbursed if a repaired part was not available through HBP&D. If the part is being removed because of a time-due required replacement and the aircraft has Support Plus coverage, an overhauled part should be used, NEW parts are never to be used for time-due replacement parts.

If the Authorized Service Center or customer elects to purchase a warranty part, over $500.00 HBP&D list price each, from an outside source, a no-charge replacement part will be sent in most cases as a warranty settlement **(except for avionics or engine coverage, which must be obtained directly from that supplier).** The outside sourced part being installed has NO future coverage through Beechcraft. Avionics and engine part claims must be submitted through the source of purchase to the appropriate supplier.

15. Beechcraft prior approval is required for field repairs on Supplier built parts and is rarely granted. Approvals in writing via fax or e-mail MUST be obtained from Beechcraft Warranty prior to any repair of a Supplier/Purchased part. PLEASE do not open no-tamper seals on supplier parts or the warranty is voided. Any unauthorized action or tampering with supplier parts voids the coverage.

16. Warranty and maintenance programs will pay **actual man hours used up to** 4 hours labor for troubleshooting of valid squawks if that discrepancy is identified, but cannot be duplicated.

17. All warranty work orders must have serial number and <u>total</u> aircraft hours per log book and the owner's name.

18. Labor only and labor and misc parts claims (under $500.00 HBP&D list price each) should be filed as W5 type.

19. Beechcraft will pay flat rate for labor charges even if the work is done in less time. Check the Warranty Web site "Warranty Flat Rates" feature for flat rates using a part number, OR for inspections use the A/C S/N prefix followed by * in the Part Number box (BB*). If the work took more than the flat rate, be sure to justify the labor hours requested in the narrative of the claim. Additional time is not allowed on scheduled inspections. If you believe a flat rate is inaccurate, the Flat Rate Change Request Form is available for your use in the Warranty Web menu.

20. All warranty claims must have the appropriate date of work completion. If the part is not original as delivered on the aircraft at retail, the spare install date and part hours are required. File as W2 for parts over $500.00 each. If you believe you have a spare part issue but don't have the logbooks to research, please call your Beechcraft Warranty Admin for help. Any part under $500.00 each returned to HBC cannot be returned upon claim denial, parts will be scrapped at HBC.

21. Prior Beechcraft approval is required when filing a goodwill claim on an aircraft that is out of warranty. The reason for the approval, the name of the person recommending coverage and the date the discussion took place must be noted in the narrative when filing the claim, Beechcraft approvals may be in writing via fax or e-mail.

22. Warranty coverage transfers when the original owner sells the aircraft. Support Plus transfers only if the new owner decides to take over the existing contract and signs for the transfer.

23. Shop Rate change requests must be submitted for approval in writing by fax, letter or e-mail. These change requests are reviewed by a Global Customer Service board and may be amended or denied. Submit these requests to the Manager, Warranty /Exchange Programs via e-mail to warranty@beechcraft.com, and to your Warranty Claims Administrator. If approved rate changes will apply on the date of the Beechcraft approval.

24. A W1 warranty claim is for an out-of-box failure/part rejected prior to first flight and includes the following:
    - Mis-manufactured Parts (Please carefully identify)
    - Misidentified (for example, part is stamped with a left hand part number, but it is actually a right hand part.)
    - Spare part rejected before flight due to valid discrepance

    Warranty covers ground/routine freight charges on allowed W1 type claims for out-of-box failures if the freight was charged on your HBP&D invoice. This invoiced freight will be paid automatically – you do not need to request it on your claim. These claims are paid at net.

BIA
(Beechcraft Inventory Aircraft)

1. Check the Warranty Web, Aircraft Coverage for BIA coverage. Verify that the occurrence or accomplishment date is within the BIA coverage dates.

2. Any parts on the work order that are over $500.00 List Price (SSP) should be filed on a warranty **W2** type claim (see exceptions on *NEWS YOU CAN USE* 852-10-0029). Avionics and Engine parts must still be obtained from part OEM, however claims should be filed direct to Beechcraft Warranty with a copy of the OEM invoice.

3. Claims for labor and miscellaneous parts under $500.00 may be filed as W5 type claims.

4. BIA will credit for the following:

    - Warrantable items
    - Normal maintenance
    - Cleaning
    - Outside Service with mark-up (up to your standard rate, not to exceed Beechcraft's cap)
    - Sales Tax
    - Overtime, if required
    - Service Documents – see Service Bulletin section for instructions

5. BIA will not credit for the following:

    - Fuel
    - FOD or any incident that would be covered by insurance

BIA information updated February 2013

Claim Check List

- File it correctly the first time.
- Proofread the removed part number, serial number and valuation type (new, overhaul, repaired, rebuilt) to avoid edits and refiles.
- If the part removed is not original equipment, please make sure to enter the spare install date and correct part hours. (Spare Install Date – The date the now failed/removed part was installed).
- Narrative = what happened, or didn't happen? What was the part doing or not doing? What was the fixed? Were the required operational check completed?
    - Be factual and clear.
    - If Beechcraft Technical Support was involved, tell us who and why.
- For credit requests you must provide a valid HBP&D Purchase Order number.
- Complete a part information tag to be returned with the part and ship to the correct address.
- Return the removed part as soon as the claim is entered with a Return Authorization attached to it.

Warranty Filing Tips

Outside Service Invoices should be attached to the claim when filing. If faxing or emailing please make sure the Beechcraft claim number noted on the invoice and sent to your claims administrator on the same day the claim is entered. No markup is allowed for any outside invoices covered under warranty.

Deferred coverage may be requested only when Warrantable squawks (Support Plus issues cannot be deferred) are made known to your facility but the airplane cannot be scheduled in until after the Warranty coverage expires. Beechcraft Warranty must be notified of the deferred item(s) via email or fax PRIOR TO the expiration of coverage. Beechcraft Warranty will reply back to the sender of the fax or email that we have received your Deferral request.

Deferrals can be considered for up to 90 days from date of approval for the required work. All work must be completed, claims filed and parts in route (if applicable) back to Grapevine within the approval time. Work completed and/or claims filed after the completed by/expiration date will be denied.

The ASC must provide the following to Beech Warranty by Fax or Email:

- The a/c serial number
- The date the Warranty on the aircraft expires
- The date the work is scheduled to be completed.
- The date the squawks were reported and who reported them.
- A list of the squawk/s reported
- An estimated cost of each squawk itemized, plus the grand total (note: the estimates cannot be exceeded when the claim(s) are filed).

If you use fax, please be certain to retain your dated proof of send.

Please note, notification to Beechcraft Warranty of deferred items does not guarantee coverage if the item is non-coverable. Deferrals will be considered at estimated/held cost only, any overage will be the responsibility of the Authorized Service Center.

Parts over $500 ordered directly from a different Beechcraft Authorized Service Center must have been originally sourced from HBP&D to be filed for credit. The Service Center holding the valid HBP&D PO must file the W2 claim for the part. They should use your Customer ID/Shop Code if the work was done in your facility. For valid claims, Beechcraft will pay net price and ASCAP. You may file a W5 claim for labor completed at your facility. Please cross reference the two claim numbers if possible. If you do not know the other facility's claim number, please mention in your narrative that the part claim will be filed by (name of other center). If you source a part from someplace other than HBP&D and that part did not originate from HBP&D you may only file for free replacement part - (excludes avionics and engines, which must be sourced from the applicable Supplier). Keep in mind if you take this option, the installed part not from HBP&D does not carry the aircraft warranty, but rather the outside source's coverage.

Use NONBeech as the aircraft s/n when a HBP&D part fails on a NON Beech plane, with the make, model and serial number of that specific a/c included in the narrative.

New airplanes having no maintenance coverage may still have squawk-type adjustments and rigging filed up to the first inspection (or the first 100 hrs if operated under part 135). This does not include bulbs, tires, oil changes, inspections, etc.

Sometimes the only correct solution to an airplane issue is to Call Your Warranty Claims Administrator.

Warranty Contacts:

Kathy Neukirch – W1 and Service Bulletins @ 316-676-7193
Carla Walls - Support Plus (Domestic) @ 316-676-3297
Diana Miller – New Part and Core Returns @ 316-676-5815
Carol Venegas - New Part and Core Returns @ 316-676-2458
Donna Stewart – International (Europe/Australia) @ 316-676-1413
Karren Gasche – Domestic @ 316-676-8644
Elizabeth Stockbauer – Domestic @ 316-676-2713
Kay Brewster – Mexico & South America @ 316-676-7034
Marilyn Morton – Domestic @ 316-676-7282
Ravy Son – International (Middle East/Asia) @ 316-676-3049
Carol Minton – Warranty Data Specialist @ 316-676-7496
Jorge Tomas – Process Analyst @ 316-676-7280
Sherri Hetler – Manager Warranty Programs @ 316-676-3396

Beechcraft

Filing for Travel Time and Expenses:

When an aircraft covered under Beechcraft Warranty is grounded (AOG) at a non-Beechcraft Authorized Service Center, the onsite Service Center may perform the necessary repairs and file a claim to Beechcraft Warranty for part and labor reimbursement. All parts must be purchased from HBP&D and labor will be allowed per established flat rates.

Depending on the location of the aircraft Beechcraft Warranty may ask an ASC to send a technician and inspector to the aircraft to clear the AOG situation. In this case, Beechcraft Warranty will cover reasonable labor for your staff to travel to the aircraft, complete the repair and travel home; at your approved Warranty Shop Rate.

PLEASE NOTE: TRAVEL TIME IS NOT COVERED BY SUPPORT PLUS

Example of coverage:

2 hours one-way by car x 2 men = 8 hours to-and-from travel time in addition to approved flat rate hours to complete the repair.

Travel Expenses are **not** covered by Beechcraft Warranty. These expenses (hotels, meals, airline fees, car rental, fuel, etc) would be billable to the aircraft owner.

Beechcraft Commercial Product Warranties
January 2013 and after

AIRCRAFT	STRUCTURE*	ENGINES	AVIONICS PACKAGE	INTERIOR/PAINT	NON-BEECH & BEECH PARTS (Excluding Engines & Avionics)**
King Air 350	5 Years	5 Years Or 2,500 hrs.	5 Years Collins	2 Years/400 hrs	2 Years/1200 hrs
King Air 250	5 Years	5 Years Or 2,500 hrs.	5 Years Collins	2 Years/400 hrs	2 Years/1200 hrs
King Air 200	5 Years	5 Years Or 2,500 hrs.	5 Years Collins	2 Years/400 hrs	2 Years/1200 hrs
King Air C90	5 Years	5 Years Or 2,500 hrs.	5 Years Collins	2 Yearsv/400 hrs	2 Years/1200 hrs
Baron	5 Years	3 Years**** or TBO (*engine accessories - 1 Year or 1000 hours)	5 Years*** Garmin FlightLevel	2 Years//400 hrs	2 Years/800 hrs
Bonanza	5 Years	3 Years**** or TBO (*engine accessories - 1 Year or 1000 hours)	5 Years*** Garmin FlightLevel	2 Years/400 hrs	2 Years/800 hrs

* Structure = fuselage, empennage, wing and control surfaces.

** Engine and Avionics warranties are held by the OEM, not Beechcraft.

*** Garmin Warranty for the Piston aircraft has gone from 2 year to 5 years warranty starting with the following serial number: E-3937 and forward & TH-2273, TH-2287 and forward.

****CMI Engine Warranty – Pistons - For a period of thirty-six (36) months or until the expiration of CMI's recommended Time Between Overhaul (TBO).

If years and hours are both shown – the warranty is valid for the specific number of years or hours – **whichever comes first.**

Avionics package warranty coverage is shown above. Avionics parts manufactured by other suppliers have varying coverage's and are not reflected in the package coverage noted above.

On all models – Life Limit parts are now subject to pro-ration based on time and/or hour limits.

Warranty terms noted about are "standard commercial" contract. Coverage may vary per the contract.

KA 250 is BY-122, BY-124 and after. And BZ-1 and after

Updated 2/13/2013

Beechcraft Aircraft Prefixes & Types

Serial Number	Product	Model Number
B	King Air	A100
BB	King Air	B200
BE	King Air	B100
BL	King Air	200C
BN	King Air	200CT
BT	King Air	200T
BY	King Air	200GT
BZ	King Air	200CGT
CE	Bonanza	F33A
CJ	Bonanza	E33C
D	Bonanza	35
E	Bonanza	A36
EA	Bonanza	B36TC
EF	Bonanza Turbo	G36TC
FA	King Air	300
FF	King Air	300
FL	King Air	350
HA	Hawker	900XP
HB	Hawker	750XP
HK	Hawker	800/1000
LA	King Air	F90
LJ	King Air	C-90B
LW	King Air	E90
M	Sundowner/Musketeer	23
MB	Sport	23
MC	Sierra/Super Musketeer	A24R
ME	Duchess	76
MUA	Mitsubishi	D1A
NC	Starship	2000
P	Duke	60
RB	Premier	390
RC	Hawker	4000
RD	Hawker 200	390
RG	Hawker	800/800XP/850XP
RH	Hawker	1000
RJ	Beechjet	400
RK	Beechjet/Hawker 400XP	400A/400XP
TC	Baron	B55
TE	Baron	C55

TH	Baron	58
TM	Baron Turbo	G58TC
TJ	Baron	58P
TK	Baron	58TC
UB	Airliner	1900C
UC	Airliner	1900C-1
UD	Airliner	C12J
UE	Airliner	1900D
U	Airliner	99
WA	Skipper	77

Beechcraft Warranty
Technical Terms and Illustrations

Technical Terms

Please use this information as a reference guide for Technical terms used in the completion of warranty or maintenance program claims.

Do not use any form of the following words: UNSERVICABLE, DETERIORATED, BREACH, DISINTEGRATED, DEFECT, BAD, CRITICAL, DAMAGED, DANGEROUS, DOESN'T WORK, EXCESSIVE, EXTREMELY, FAULTY, IMPERFECTION, MALFUNCTION, NEGLIGENT, PROBLEM, UNBELIEVEABLE, UNRELIABLE, VERY, or WARRANT.

Use the following words with caution, noting the required additional information and cautions in parentheses:
BROKEN (use only if part is separated by force into two or more pieces. Be specific in describing the location, cause and description of the break.)
BURN (only if an actual fire with flames has occurred and this information must be included in the narrative)
FAIL (only if describing an annunciator indication. Use spaces between f a i l in that event to permit entry of the claim into our system)
FEW (must quantify)
INOP (if a part has no response whatsoever to applied power, describe as such rather than using INOP)
MANY (must quantify)
NOT INSTALLED PROPERLY (please explain specifically what is meant)
SEVERAL or SOME (must quantify)
WORN (Material or part consumed as a result of exposure to operation or usage. Please note: Not a warranty squawk/snag. Worn material or parts are not covered by warranty.)

If a specific squawk/snag cannot be determined, please be sure to describe either what is happening that should not be, OR, what is not happening that should be. Contact Warranty if you have terminology questions not satisfied by the information in this booklet.
Fax: 316-676-3340
Phone: 316-676-7193
Email: warranty@beechcraft.com

A

Abrasion — An area of roughened scratches or marks, usually caused by foreign matter between moving parts or surfaces.

Arced — Visible effects (scorch spots, fused metal) of an undesirable electrical discharge between two electrical connections.

Axial play (opp. to lateral play) — The back and forth movement of a part along the line (shaft, tube or bolt) about which it rotates, usually a bearing.

B

Backlash — The lost motion between two mating gear teeth, the amount the first has to move owing to distance between tooth contact surfaces.

Bell mouthed (ex. valve guides) — Wear in bearings, guides (esp. valve guides)

Bent — Sharp deviation from original line or plane, usually caused by lateral force.

Binding — Restricted movement such as tightened or sticking condition resulting from misalignment or jamming.

Blend — To form or smooth metal or fiberglass so there is no sharp change or line from one area to another.

Blister — An enclosed raised spot or bulge, usually with a void underneath.

Blow out, Blown — Electrical fuses. Fuse "open" is a better description.

Bowed — Curved or gradual deviation from original line of plane, usually caused by lateral force.

Brinelled — Circular surface indentions on bearing races, usually caused by repeated shock loading of the bearing, that is, ball or roller indention.

Broken — Use only if a part is separated by force into two or more pieces. If using this word, be specific in your description as to the location, cause and description of the break.

Burn/burning May be used only if an actual fire with flames occurred and this information must be included in the narrative. If a fire did not occur, a better term may be thermal distortion (scorching) or lightning marks (pitting). Also surface damage due to heat is usually caused by improper fit, improper lubrication, or over-temperature operation and is not covered by warranty.

Burrs A sharp projection or rough edge remaining after machining or rework.

C

Chafed Frictional wear damage, usually caused by parts rubbing together with limited motion.

Checked -not used Surface cracks is a better term.

Chipped A breaking away of the edge, corner or surface of material, usually caused by heavy impact (not flaking).

Circuit – Grounded *see Grounded, Open Circuit, and Shorted for definitions

Clogging Blockage of fluid or air passage or line, usually by foreign material.

Collapsed Inward deformation of the original contour of a part, usually due to high pressure differential.

Compressed Example: Rubber discs (Biscuits), engine mounts, silent blocs, landing gear shock absorber.

Concentricity Perfect roundness about a common center.

Condition The appearance of a part and its readiness to function.

Contamination The introduction of undesirable elements, usually into a fluid. If using, please explain how the contaminant came to be present.

Corrosion Pitting, or a surface breakdown of a material due to chemical or electro-chemical attack by atmosphere, environment, proximity to or flight through sea air or a humid locale, exposure to moisture or other agents. (Sometimes called rust on steel surfaces.)

Cracked A visible (not requiring special fluorescent or magnetic penetrants) partial separation of material.

Crazed Undesirable separation in plastic articles characterized by distinct surface cracks or minute frostlike internal cracks resulting from stresses within the article which exceed the tensile strength of the plastic. Also caused by improper cleaning agents.

Creases (wrinkles)	Permanent deformation of skins (after extreme heavy landings or turbulence)
Crossed	Damage to parts (crossed threads) or parts made inoperative (crossed wires) from incorrect assembly.
Crushed	Deformation of a part or structure by a squeezing force. Changes original shape.

D

Deflection	The turning away from original shape or direction by an undesired force.
Delamination	Separation into layers. Ex: fiberglass, Plexiglas windshields
Dented	A surface indention with rounded bottom usually caused by impact of a foreign object. Material is displaced, seldom separated. (Ex: hail marks)
Depression	See **Dented**
Discoloration	A color that is not normal to a part, usually caused by heat.
Distorted	Extensive deformation of the original shape of a part, usually due to structural stresses, excessive localized heating or any combination of these.

E

Eccentric	Part(s) wherein the intended common center is displaced significantly.
Elongated	A hole (bolt or rivet) that is not round, usually due to loose fastener or improper drilling.
Erosion	Carry away of material by flow of fluids, greases, airflow or weather, accelerated by heat or grit. Especially leading edges, engine intakes. Don't confuse with paint flaking.

F

Fail	Only to describe a specific annunciator message.
Ferrous	Magnetic metal having a high iron content such as (opposed to non-ferrous) steel.
Finite Life	Better to say life time, service life, or time between overhaul (TBO)

Flaking	Example: Paint flaking (paint lifting off the surface). Describe if paint is coming off down to primer or coming off to original surface of the part.
Flame Out	Gas – Turbine engine stop due to lack of fuel.
Fluctuation	Moving or swinging back and forth; often seen as an unstable instrument indication.
FOD	Foreign object damage
Foreign Particle or Object	A piece of material not normally found in or around a part or location.
Fouling	Clogging or choking usually caused by a foreign substance
Frayed	Worn into shreds by rubbing action.
Freedom of Motion	Operating as intended without binding or excessive friction.
Friction	Rubbing together of two parts, resisting motion, usually causes excessive wear.
Fused	Joining together of two materials, usually caused by heat, friction or current flow.

G

Galled	A transfer of metal from one surface to another in an advanced case of fretting corrosion or pitting.
Gap	An opening, break, space or separation.
Gouged	Scooping out of material, usually caused by a foreign object.
Grooved	Smooth, rounded furrow or furrows of wear, usually wider than scoring, with rounded corners and smooth on the groove bottom.
Grounded (elec. circuit)	Undesired current path to ground (common)

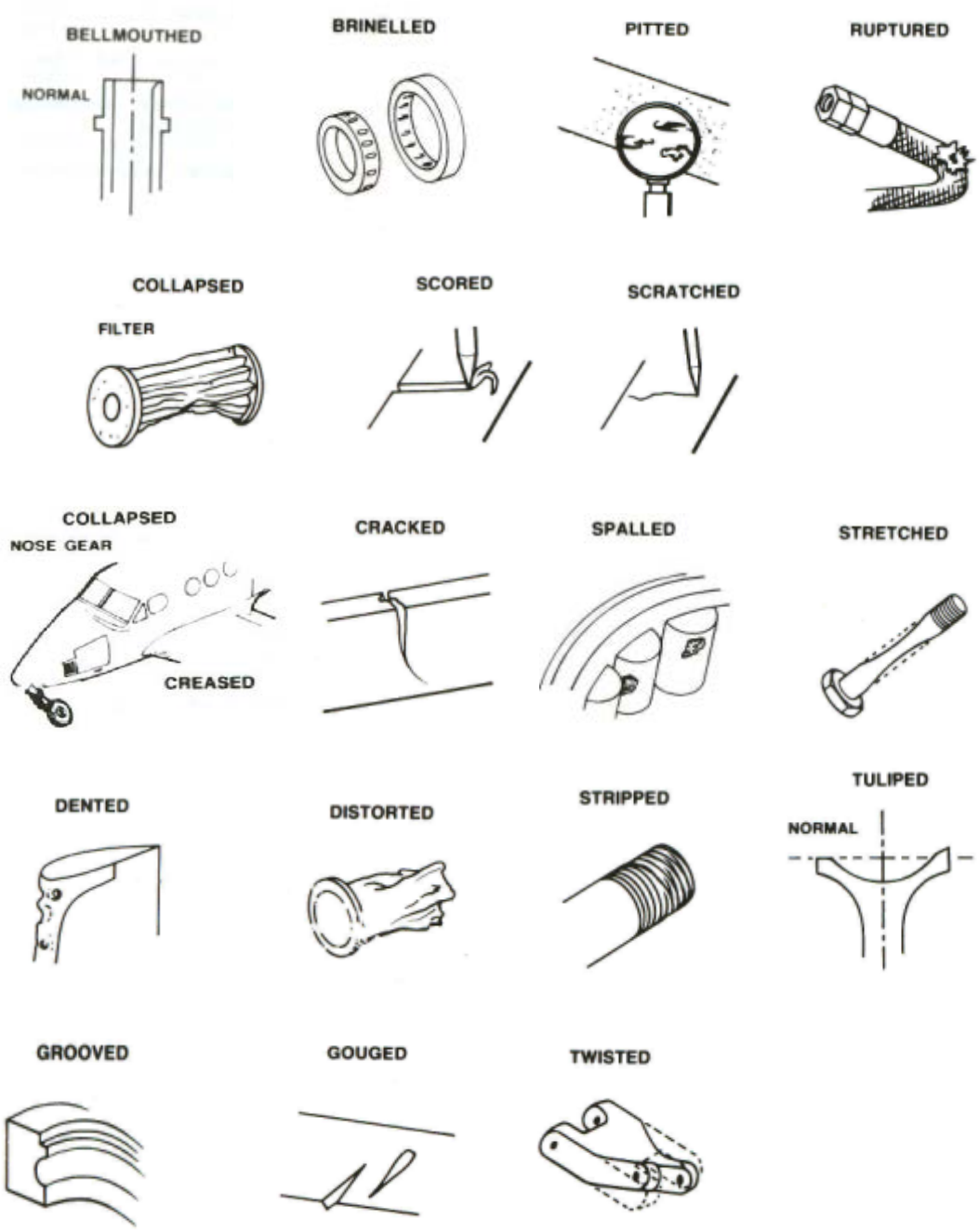
H

Hot-Spot	Subjected to excessive temperature, usually evidenced by change in color and appearance of part. Also called local hot spot.

I

Impact The forceful striking or contact of one thing against another.

Illustrations of Frequently Used Technical Terms



I

Inclusion A particle of foreign matter in the metal, usually associated with magnetic particle inspection.

Indications Cracks, inclusions, fractures, etc. not visible without fluorescent or magnetic penetrants.

Intermittent A coming and going at various times (intervals); not all the time.

Internal Inside; within the surface or structure.

J

Jammed Wedged, forced, stuck; Squeezed into a tight position.

K

Kink A short tight twist or curl caused by doubling or winding of something itself.

L

Lateral Sideways movement or play.

Leakage Escaping fluid or air, usually caused by a crack, hole or worn seal.

Longitudinal The length or lengthwise dimension, usually the longest area.

M

Marked, Marks Visible impression, spot dent on line, scratch, score, gouge, galled, etc. If using, must be clearly described.

Mismatched Improper association of two or more parts.

Mispositioned Improper installation of a part resulting in damage to the installed part or to associated parts.

Moisture Condensed liquid, usually a small quantity of water.

N

Nicked A sharp surface indentation caused by impact of a foreign object. Material displaced is seldom separated.

O

Obstruction A condition of being clogged or blocked; in the way of something.

Oil Contamination See **Contamination**

Open Circuit Incomplete electrical circuit due to separation at or between electrical points.

Out-of-Round Diameters of part not constant.

P

Peripheral The outer surface or edge of a body.

Pitted Small irregular shaped hollows in the surface; usually caused by corrosion, chipping or heavy electrical discharge. (Lightning)

Play Movement of one part in relation to another, free motion. (Limited play between parts is often required)

Plugged Pipe, hoses, tubing, channeling, internal passage, etc. which are totally or partially blocked.

Preload The exact clamping force applied to bearing races or mating parts to eliminate the possibility of play during operation, usually established in bearings by shimming and measuring rotational drag torque.

Propagation To grow, spread out, usually referring to cracks.

Puncture A hole through material, usually caused by complete penetration of a foreign object. Note: FOD is not covered.

R

Radial Play The perpendicular movement of a part outward (at right angles) from the line (shaft, tube, or bolt) about which it rotates, usually a bearing.

Radius The distance from the center of a circle to the outside edge. Often used to discuss a curve in material.

Resistance-high High electrical resistance in an electrical circuit, causing improper component or circuit operation.

Resistance-low Low electrical resistance in an electrical circuit causing improper component or circuit operation.

Restricted Blocked or limited; usually refers to limited flow in hoses or tubing.

Rough Usually applies to operation as opposed to surface finish, that is, a condition of the bearing where during the spin test the rotation is rough.

Rubbed To move with pressure or friction against another part.

Ruptured Extensive breaking apart of material, usually caused by high stresses, differential pressure, locally applied force or any combination of these.

Rust See **Corrosion**

S

Scored Deep scratch or scratches made during part operation by sharp edges of foreign particles.

Scratched Light narrow, shallow mark or marks caused by movement of a sharp object or particle across a surface.

Secured Correctly installed or fastened so as not to loosen.

Seized Parts bound together because of expansion or contraction due to high or low temperature; foreign object jammed in mechanism.

Separation A space or gap caused by two parts moving away from each other.

Sheared Dividing a body by cutting action, that is, division of a body so as to cause its parts to slide relative to each other in a direction parallel to their plane of contact.

Shorted Undesired current path between leads or circuits that normally are at a different potential.

Spalled Sharply roughened area characterized by progressive chipping away of surface material (Not to be confused with flaking). Usual causes are surface cracks, inclusions or any similar surface injury causing a progressive breaking away of the surface under load.

Snug A close fit between parts.

Soaked Excess humidity due to condensation, or water penetration (rain) or icing up of windows.

Springback The partial return motion of a control handle or lever back from its end stop after release, usually ensures complete actuation of unit being controlled. (sometimes called cushion)

Sticking, Stuck Stiff-embedded in place. Also pierced, or punctured.

Stress Force running through an object or material, caused externally, usually tension or shearing.

Stretched Elongation of a part as a result of exposure to operating conditions (tension type stress) or over torquing.

Stripped A condition usually associated with threads or insulation. Involves removal of material (threads) by force.

Swollen A bulge, usually found in hoses and plastic tubing. A puffed-up or expanded area caused by internal pressure.

T

TIR Total indicator reading. The result of checking (usually with a dial indicator) for an out-of-round condition; usually of a shaft surface and/or shaft rotational axis.

Torn Separation by pulling apart.

Torsional (windup) A twisting action, usually caused by holding one end of a part while turning the other.

Torque Rotational force, usually the amount of measurable force required to rotate a shaft or bearing.

Transverse Extended or lying crosswise, usually cracks or scratches across material.

Tuliped Stretched valve due to overheated combustion (valves piston engines) and pressures. Preignition, detonation.

Twisted A change in original shape of a part by a turning motion. Sometimes called distorted.

V

Void An empty space, opening, cavity or gap in metal or plastics.

W

Welded (Relays, switches; use **Arced -** it is a better description)

Worn Material or part consumed as a result of exposure to operation or usage. Please note: Not a warranty squawk. Worn material or parts are not covered by warranty.

Wrinkled Small furrow, ridge or crease on a normally smooth surface. Example: permanent deformation of wing or fuselage skins after hard landing or flight in heavy turbulence.

Notes:

1-2-2. DEFINITIONS OF AIRCRAFT GROUPS, SYSTEMS AND SUB-SYSTEMS

SYS/CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
	-04-00	Zone 400 Nacelles-Pylons	
	-05-00	Zone 500 Left Wing	
	-06-00	Zone 600 Right Wing	
	-07-00	Zone 700 Landing Gear Compartment	
	-08-00	Zone 800 Doors	
	-09-00	Zone 900 Lavatories & Galleys	
	-20-00	Electrical Standard Items/Practices	
	-21-00	Air Conditioning - General	
	-21-10	Compression	
	-21-20	Distribution	
	-21-30	Pressurization Control	
	-21-40	Heating	
	-21-50	Cooling	
	-21-60	Temperature Control	
	-21-70	Moisture/Air Contaminant Control	
	-22-00	Auto Flight - General	
	-22-10	Autopilot	
	-22-20	Speed - Attitude Correction	
	-22-30	Auto Throttle	
	-22-40	System Monitors	
	-22-50	Aerodynamic Load Alleviating	
	-23-00	Communications - General	
	-23-10	Speech Communications	
	-23-15	SATCOM	
	-23-20	Data Transmission and Automatic Calling	
	-23-30	Passenger Address, Entertainment and Comfort	
	-23-40	Interphone	
	-23-50	Audio Integrating	
	-23-60	Static Discharging	

SYS/CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
	-23-70	Audio and Video Monitoring	
	-23-80	Integrated Automatic Tuning	
	-24-00	Electrical Power - General	
	-24-10	Generator Drive	
	-24-20	AC Generation	
	-24-30	DC Generation	
	-24-40	External Power	
	-24-50	AC Electrical Load Distribution	
	-24-60	DC Electrical Load Distribution	
	-25-00	Equipment/Furnishings - General	
	-25-10	Flight Compartment	
	-25-20	Passenger Compartment	
	-25-30	Galley	
	-25-40	Lavatories	
	-25-60	Emergency	
	-25-80	Insulation	
	-26-00	Fire Protection - General	
	-26-10	Detection	
	-26-20	Extinguishing	
	-26-30	Explosion Suppression	
	-27-00	Flight Controls - General	
	-27-10	Aileron & Tab	
	-27-20	Rudder & Tab	
	-27-30	Elevator & Tab	
	-27-40	Horizontal Stabilizer	
	-27-50	Flaps	
	-27-60	Spoiler, Drag Devices and Variable Aerodynamic Fairings	
	-27-70	Gust Lock & Dampener	
	-27-80	Lift Augmenting	

SYS/CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
	-28-00	Fuel - General	
	-28-10	Storage	
	-28-20	Distribution	
	-28-30	Dump	
	-28-40	Indicating	
	-29-00	Hydraulic Power - General	
	-29-10	Main	
	-29-20	Auxiliary	
	-29-30	Indicating	
	-30-00	Ice and Rain Protection - General	
	-30-10	Airfoil	
	-30-20	Air Intakes	
	-30-30	Pitot and Static	
	-30-40	Windows, Windshields and Doors	
	-30-50	Antennas And Radomes	
	-30-60	Propellers/Rotors	
	-30-70	Water Lines	
	-30-80	Detection	
	-31-00	Indicating/Recording Systems - General	
	-31-10	Instrument and Control Panels	
	-31-20	Independent Instruments	
	-31-30	Recorders	
	-31-40	Central Computers	
	-31-50	Central Warning Systems	
	-31-60	Central Display Systems	
	-31-70	Automatic Data Reporting Systems	
	-32-00	Landing Gear- General	
	-32-10	Main Gear and Doors	
	-32-20	Nose Gear and Doors	
	-32-30	Extension and Retraction	

SYS/CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
	-32-40	Wheels and Brakes	
	-32-50	Steering	
	-32-60	Position And Warning	
	-32-70	Supplementary Gear	
	-33-00	Lights - General	
	-33-10	Flight Compartment	
	-33-20	Passenger Compartment	
	-33-30	Cargo and Service Compartments	
	-33-40	Exterior	
	-33-50	Emergency Lighting	
	-34-00	Navigation - General	
	-34-10	Flight Environment Data	
	-34-20	Attitude & Direction	
	-34-30	Landing and Taxiing Aids	
	-34-40	Independent Position Determining	
	-34-50	Dependent Position Determining	
	-34-60	Flight Management Computing	
	-35-00	Oxygen - General	
	-35-10	Crew	
	-35-20	Passenger	
	-35-30	Portable	
	-36-00	Pneumatic - General	
	-36-10	Distribution	
	-36-20	Indicating	
	-37-00	Vacuum - General	
	-37-10	Distribution	
	-37-20	Indicating	
	-38-00	Water/Waste - General	

SYS/CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
	-38-10	Potable	
	-38-20	Wash	
	-38-30	Waste Disposal	
	-38-40	Air Supply	
	-41-00	Water Ballast - General	
	-41-10	Storage	
	-41-20	Dump	
	-41-30	Indication	
	-44-00	Cabin Systems - General	
	-44-10	Cabin Core System	
	-44-20	In-flight Entertainment System	
	-44-30	External Communication System	
	-44-40	Cabin Mass Memory System	
	-44-50	Cabin Monitoring System	
	-44-60	Miscellaneous Cabin System	
	-45-00	Central Maintenance System (CMS) - General	
	-45-05	CMS/Aircraft General	
	-45-20	CMS/Airframe Systems	
	-45-45	Central Maintenance System	
	-45-50	CMS/Structures	
	-45-60	CMS/Propellers	
	-45-70	CMS/Power Plant	
	-46-00	Information Systems - General	
	-46-10	Airplane General Information Systems	
	-46-20	Flight Deck Information Systems	
	-46-30	Maintenance Information Systems	
	-46-40	Passenger Cabin Information Systems	
	-46-50	Miscellaneous Information Systems	
	-49-00	Airborne Auxiliary Power - General	

SYS/CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
	-49-10	Power Plant	
	-49-20	Engine	
	-49-30	Engine Fuel And Control	
	-49-40	Ignition And Starting	
	-49-50	Air	
	-49-60	Engine Controls	
	-49-70	Indicating	
	-49-80	Exhaust	
	-49-90	Oil	
	-50-00	Cargo And Accessory Compartments - General	
	-50-10	Cargo Compartments	
	-50-20	Cargo Loading Systems	
	-50-30	Cargo Related Systems	
	-50-50	Accessory Compartments	
	-50-60	Insulation	
	-52-00	Doors - General	
	-52-10	Passenger/Crew	
	-52-20	Emergency Exit	
	-52-30	Cargo	
	-52-40	Service	
	-52-50	Fixed Interior	
	-52-60	Entrance Stairs	
	-52-70	Door Warning	
	-52-80	Landing Gear	
	-53-00	Fuselage - General	
	-54-00	Nacelles/Pylons - General	
	-54-10	Nacelle Section	
	-54-50	Pylon	
	-55-00	Stabilizers - General	

SYS/CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
	-55-10	Horizontal Stabilizer or Canard	
	-55-20	Elevator	
	-55-30	Vertical Stabilizer	
	-55-40	Rudder	
	-56-00	Windows - General	
	-56-10	Flight Compartment	
	-56-20	Passenger Compartment	
	-56-30	Door	
	-56-40	Inspection and Observation	
	-57-00	Wings - General	
	-57-10	Center Wing	
	-57-20	Outer Wing	
	-57-30	Wing Tip	
	-57-40	Leading Edge and Leading Edge Devices	
	-57-50	Trailing Edge and Trailing Edge Devices	
	-57-60	Ailerons	
	-57-70	Spoilers	
	-57-90	Wing Folding System	
	-61-00	Propellers/Propulsors - General	
	-61-10	Propeller Assembly	
	-61-20	Controlling	
	-61-30	Braking	
	-61-40	Indicating	
	-61-50	Propulsor Duct	
	-62-00	Rotors	
	-63-00	Rotor Drives	
	-64-00	Tail Rotor	
	-65-00	Tail Rotor Drive	
	-66-00	Folding Blades/Pylon	
	-67-00	Rotors Flight Control	

SYS/CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
	-71-00	Power Plant - General	
	-71-10	Cowling	
	-71-20	Mounts	
	-71-30	Fire seals	
	-71-40	Attach Fittings	
	-71-50	Electrical Harness	
	-71-60	Air Intakes	
	-71-70	Engine Drains	
	-72-00	Engine Turbine/Turbo Prop Ducted Fan/Unducted Fan	
	-72-10	Reduction Gear, Shaft Section (Turbo-Prop and/or Front Mounted Gear Driven Propulsor)	
	-72-20	Air Inlet Section	
	-72-30	Compressor Section	
	-72-40	Combustion Section	
	-72-50	Turbine Section	
	-72-60	Accessory Drives	
	-72-70	By-pass Section	
	-72-80	Propulsor Section (Rear Mounted)	
	-73-00	Engine Fuel And Control - General	
	-73-10	Distribution	
	-73-20	Controlling	
	-73-30	Indicating	
	-74-00	Ignition - General	
	-74-10	Electrical Power Supply	
	-74-20	Distribution	
	-74-30	Switching	
	-75-00	Air - General	
	-75-10	Engine Anti-Icing	
	-75-20	Cooling	
	-75-30	Compressor Control	

SYS/CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
	-75-40	Indicating	
	-76-00	Engine Controls - General	
	-76-10	Power Control	
	-76-20	Emergency Shutdown	
	-77-00	Engine Indicating - General	
	-77-10	Power	
	-77-20	Temperature	
	-77-30	Analyzers	
	-77-40	Integrated Engine Instrument Systems	
	-78-00	Exhaust - General	
	-78-10	Collector/Nozzle	
	-78-20	Noise Suppressor	
	-78-30	Thrust Reverser	
	-78-40	Supplementary Air	
	-79-00	Oil - General	
	-79-10	Storage	
	-79-20	Distribution	
	-79-30	Indicating	
	-80-00	Starting - General	
	-80-10	Cranking	

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
115	*	Flight Simulator Systems	Systems required for simulator operations

*For subsystem/section assignments and descriptions, see International Air Transport Association (IATA) document, *"Simulator Documentation Requirements"*,IATA, 2000 Peel Street, Montreal, Quebec, Canada, H3A 2R4: phone:(514) 985-6330

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
116	*	Flight Simulator Cuing Systems	Simulator systems that provide perceptual cues to the crew in training.

*For subsystem/section assignments and descriptions, see International Air Transport Association (IATA) document, *"Simulator Documentation Requirements"*,IATA, 2000 Peel Street, Montreal, Quebec, Canada, H3A 2R4: phone:(514) 985-6330

Support Plus

Support Plus Contact List

Support Plus – Contracts/Information
Derek Taylor @ 316-676-0448 or supportplus@beechcraft.com
Cherie Parker @ 316-676-0448 or supportplus@beechcraft.com

Support Plus – Claim Settlement
Carla Walls @ 316-676-3297 or carla_walls@beechcraft.com

Support Plus – Claim Entry or System Errors
Carol Minton @ 316-676-7496 or warranty@beechcraft.com

WEB - related questions, such as “cannot log into the network or need to set up a new person for access” – Shelly Riedel @ 316-676-3685 or @ 1 888 727 4344, option 3, or email michelle_riedel@beechcraft.com

Revised February 2013

Support Plus

What is Covered? (Parts and Labor)

1. Scheduled inspections and maintenance.

2. Components and related consumables to support any scheduled or unscheduled component removals, but limited to the aircraft's original configuration as delivered into service by Beechcraft.

3. Overhaul/time limited items.

4. Normal wear items such as brakes, tires, brushes, o-rings, seals, sealants, filters, etc.

5. Airframe systems (environmental, flight controls, electrical, hydraulic, etc.)

6. Bulb replacements.

7. Required adjustments, lubrication or rigging.

8. Flat rate labor charges when accomplished by Hawker Beechcraft Services or any appropriately rated Authorized Service Center (per contract) for scheduled/unscheduled maintenance requirements covered by the plan. Troubleshooting labor, if required, is limited to 15% of the published flat rate.

9. Mandatory and Recommended Service Bulletins per contract. Please note, some contracts do not allow Service Bulletin coverage. All Service Bulletin coverage it based on Section M of the specific Service Bulletin

FYI - Warranty coverage, if in effect, takes precedence over Support Plus coverage for part removals with a valid warrantable squawk.

Support Plus

What coverage is excluded from the program? (Includes but is not limited to:)

1. Beechcraft and supplier/vendor optional, recommended or mandatory service bulletins
2. Engine maintenance, such as compressor washes, unless specifically called out in the Beechcraft maintenance manuals
3. Consumables/Servicing – items such as fuel, lubrication oil, hydraulic oil, water or waste systems, oxygen, nitrogen or any other maintenance activity similar in nature
4. Pre or post flight inspections
5. Aircraft cleaning or appearance items (shampooing, polishing, daily turn around, upholstery wear and tear, broken or cracked trim, interior or exterior scratches, etc.)
6. Propeller maintenance, with the exception of dress propeller/blend nicks, unless the customer has elected to add propeller coverage to the plan
7. Fault Not Found
8. Environmental corrosion/erosion
9. Interior/Exterior finish.
10. Paint, etc.
11. Parts/Labor for operator convenience
12. Labor performed at a non-Beechcraft ASC (unless AOG)
13. Third party modifications and workmanship
14. Discretionary removals or maintenance
15. Any charges incurred as a result of abuse, accident, negligence, foreign object damage, environmentally induced turbulence (lightning, hurricane, rain, hail, wind and tornado), and event covered by an insurance policy, acts of war and/or civil disturbance, incidents/causes beyond Beechcraft's control
16. Use of parts not supplied by Beechcraft or modifications to the aircraft not issued and approved by Beechcraft
17. Labor overtime and/or premium charges, labor beyond allowable flat rate and/or reasonable number of hours
18. Updating or upgrading avionics equipment
19. Machine charges – shop equipment
20. Missing parts or parts lost or misplaced after the delivery of the aircraft
21. Hangar fees, tooling fees or any such related airport charges
22. Taxes, duties, tariffs
23. Travel time
24. Living or transportation expenses for crew, maintenance personnel or passengers
25. Failure of the operator to perform proper maintenance; or use contrary to Beechcraft's current operating and maintenance instructions or recommendations

Beechcraft

NEWS YOU CAN USE

Doc: 852-12-0053

Date: August 13, 2012

To: All Authorized Service Centers and Customers

Subjects: Support Plus – Tire Replacements for Wear

Support Plus - Time-Due Overhaul (original issue 852-10-0034 Dec 2010)

This News You Can Use is being issued to emphasize two Support Plus policies: 1) the policy concerning worn tire replacements, and 2) the policy requiring installation of an Overhauled part for a Time Due Overhaul requirement.

1. Support Plus provides coverage for installation of a new tire when the removed tire is worn to limits. Support Plus **does not** provide for a wheel and tire assembly to be installed as a convenience when only a tire should have been installed to relieve the worn to limit condition. If HBP&D does not have the tire needed in stock, please obtain the tire from a local source and file the claim for a no charge replacement (select "send replacement" versus credit at claim entry).

   At no time will Support Plus allow for a wheel and tire assembly as replacement for a worn to limit tire.

2. When a part is called out for a Time Due Overhaul, Support Plus permits the purchase of an OVERHAULED exchange unit from HBP&D for installation in lieu of sending out the original unit for overhaul. Per the terms of the Support Plus agreement HBP&D must be notified and parts ordered 30 days prior to the scheduled component removal.

   At no time will Support Plus allow for a New or a Repaired part as replacement for a Time Due Overhaul item.

   If HBP&D does not have an OVERHAULED unit in stock, please let the CSR know the date you need the unit and confirm that you must have OVERHAULED per this NYCU.

   This requirement also applies to worn Starter Generator brush replacements. According to the maintenance manual requirement, a rebrush should be done in-house, or the unit should be sent out for rebrushing. In some cases you would have the option to replace the Starter Generator with an OVERHAULED rotable unit from HBP&D, versus rebrushing. **At no time will Support Plus allow for a NEW part as replacement for rebrushing needed.** If rotable stock is not available for OVERHAULED, the removed part must be rebrushed, per the maintenance manual requirement.

Thank you for your attention,

Beechcraft Corporation, Warranty Programs

If you have any questions, please contact your Beechcraft Claims Administrator. If you are uncertain whom to contact, please e-mail warranty@beechcraft.com and your e-mail will be forwarded to a claims administrator for response.

Support Plus and Avionics

Support Plus began offering Avionics coverage **starting in 2004 and after**; however the **Baron and Bonanza are excluded**. Baron and Bonanza Support Plus contracts do not include Avionics coverage regardless of when the contract was initiated. Barons and Bonanzas have only the Avionics Supplier's standard warranty coverage that existed as a part of the original retail sale, and only directly through those Suppliers.

Support Plus contracts initiated **prior to 2003** do not include Avionics coverage. Only the Avionics Supplier's standard warranty coverage that existed as a part of the original retail sale applies to these airplanes, and only directly through those Supplier's.

The Avionics Supplier's warranty coverage, if applicable, always takes precedence over Support Plus coverage.

The process, regarding Support Plus contracts initiated in **2004 and after** that do include Avionics coverage, remains the same as if the aircraft had Avionics Supplier's standard warranty coverage. Parts are purchased directly from the Avionics Supplier's exchanged pool and claims are then filed directly to that Supplier. If there is denied Supplier coverage (with the exception of Collins, see below) then the claim is submitted to Beechcraft for consideration with the Supplier's outside invoice for the part and the Supplier claim and settlement copy. Beechcraft must confirm that there is no coverage available through the Supplier before charging a customer's Support Plus account. A part may still have original Supplier retail warranty, or may have qualified for Spares coverage through the applicable Supplier.

Collins Avionics is handled differently. Support Plus makes payments direct to Collins for their CASP program (Collins Avionics Service Plans). Avionics issues for aircraft on the CASP program should be handled directly with Collins. Collins part claims should not be filed to Beechcraft. *Collins CASP contact: Nancy Lyon Douglas (Phone: 319-295-6416, Fax 319-295-7130, E-mail njlyon@rockwellcollins.com)*

For Hawker Aircraft with a Honeywell Avionics package the HAPP (Honeywell Avionics Protection Plan) plan applies. *Contact Honeywell directly with any questions. (Phone: 800-872-7739)*

Hawker Beechcraft Corporation Support Plus

AGREEMENT

FOR

<<HAWKER BEECHCRAFT OWNER>>

SAMPLE

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Beechcraft and Hawker are registered trademarks of Hawker Beechcraft Corporation. Collins Avionics Service Plan and CASP are registered trademarks of Rockwell Collins. Honeywell Service and Support Plan, HSPP, Maintenance Service Plan and MSP are registered trademarks of Honeywell International. Eagle Service Plan and ESP are registered trademarks of Pratt & Whitney Canada. Total Assurance Plan and TAP are registered trademarks of Williams International. MedAire is the registered trademark of MedAire, Inc.

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Hawker Beechcraft Corporation Support Plus

AGREEMENT

This agreement No. **<<CONTRACT NO.>>** (the "Agreement") is entered into effective as of the **<<Effective Date>>,** ("Effective Date") by and between

HAWKER BEECHCRAFT CORPORATION

a corporation incorporated under the laws of the State of Kansas, U.S.A., with its principal place of business at 10511 E. Central Wichita, KS 67206 (hereinafter called "HBC").

- AND -

<<BEECHCRAFT OWNER>>

a company organized pursuant to the laws of **<<Legal Jurisdiction>>** with its principal place of business at **<<Address01>>, <<Address02>>, <<Address03>> <<Address04**(hereinafter called "the Owner").

SAMPLE

BACKGROUND:

WHEREAS HBC manufactures and sells various models of quality aircraft under the trade names and trademarks of “Hawker” and “Beech” (the “Hawker Beechcraft Aircraft”).

WHEREAS The Owner intends to purchase and/or operate Hawker Beechcraft Aircraft (with the Owner’s aircraft being referred to as the “Aircraft”).

HBC offers to Owners of Hawker Beechcraft Aircraft the ***Support PLUS*** Maintenance Plan, also otherwise known as “**Support Plus”,**or the **“Plan”,** which provides selectable options for comprehensive maintenance support of:

- labor for scheduled inspections, maintenance and component removals;
- parts for scheduled inspections, maintenance and component removals;
- labor for unscheduled inspections, maintenance and component removals;
- parts for unscheduled inspections, maintenance and component removals; and
- service bulletin coverage

for the Hawker Beechcraft Aircraft, avionics equipment and other parts, components and systems which are installed on the Aircraft in consideration of the monthly payment of a service charge during the term of the Plan.

WHEREAS The Owner wishes to contract with HBC to cover the Aircraft under the Plan.

NOW, THEREFORE, in consideration of the mutual terms and conditions herein contained, Based on the above, HBC and the Owner agree as follows:

SAMPLE

ARTICLE I CONTACT INFORMATION

SECTION 1 – CONTACTS, NOTICES and BILLING

1.1 Each party agrees to notify the other party of any change to the contact information referenced herein. The Owner further agrees to notify HBC of any change in registration of the Aircraft or of any pending or actual sale of the Aircraft title transfer using Appendix D, attached hereto.

1.2 Until changed by written notice, given by either party to the other, the contact addresses and numbers of the parties for the purposes of this Agreement will be as follows:

In the case of HBC:

HAWKER BEECHCRAFT CORPORATION
10511 East Central Avenue, B091-306
Wichita, Kansas 67206
USA

by telephone to: **316.676.0448**

by telefacsimile to: **316.671.3060**

For the attention of:
Manager, Support Plus Programs
Department 854

and in the case of the Owner:

<<OWNER>>
<<Address11>>
<<Address12>>
<<ADDRESS14>>

by telephone to: **<<Opsphone>>**
by telefacsimile to: **<<OpsFax>>**
by e-mail to: **<<Opse-mail>>**

For the attention of:

<<OpsContact>>
<<OpsContactTitle>>

1.3 Any formal notice or communication required or permitted under this Agreement will be in writing and deemed sufficiently given if said notice or communication is personally delivered, sent by registered or certified mail (return receipt requested), or sent by means of e-mail or tested telefacsimile to the party to whom the notice is to be given. Any notice or communication which is delivered in person or sent by means of e-mail or tested telefacsimile will be deemed to be served effective as of the date the notice or communication is delivered or sent, as applicable. Any notice or communication which is sent by registered or certified mail (return receipt requested) will be deemed to be served seven (7) days after the date it is postmarked to the addressee, postage prepaid. Notices so sent will be deemed to be received upon actual receipt by the receiving party.

SAMPLE

1.4 Until changed by written notice, given by either party to the other, the billing addresses and numbers of the parties for the purposes of this Agreement will be as follows:

<<BILLING PARTY>>
<<Address11>>
<<Address12>>
<<ADDRESS14>>

by telephone to: **<<BPphone>>**
by telefacsimile to: **<<BPFax>>**
by e-mail to: **<<BPemail>>**

For the attention of:

<<BPContact>>
<<BPContactTitle>>

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ARTICLE II PROGRAM TERMS AND HOURLY RATES

SECTION 1 – AIRCRAFT ENROLLMENT

1.1 HBC will provide the Owner with a Support Plus Maintenance Plan which will include comprehensive coverage for scheduled and unscheduled maintenance, including but not limited to, inspections, maintenance, troubleshooting and component replacement which is necessary to maintain the continued airworthiness of the Aircraft.

1.2 Aircraft Information:

1.2.1 Aircraft Model: <<AircraftModel>>; Aircraft Serial Number: <<AIRCRAFTSERIALNO>>

1.2.2 Aircraft Starting Hours and Landings
Owner payments in accordance with Section 4 will start at **<<StartHours>>** hours total time and **<<StartLandings>>** landings.

1.2.3 Aircraft Geographical Maintenance Location
The Owner's primary area of maintenance will be **Within the Americas.**

SECTION 2 - TERM OF THE AGREEMENT

2.1 The term of this Agreement ("Term") will commence on the Effective Date and will expire on the **<<ExpirationDate>>** unless terminated earlier as provided for in this Agreement.

SECTION 3 - HOURLY RATE BASIS

3.1 The hourly rate is based on the Owner maintaining the Aircraft in the geographical location defined in Section 1.2.3 above and meeting the following Aircraft Utilization Assumptions and Conditions:

3.1.1 Flight hours are defined for the purpose of this Agreement as the actual number of hours flown by the Aircraft;

3.1.2 The Aircraft will operate a minimum of **300** flight hours per year, with an average of **1.0** flight hours per landing;

3.1.3 For each period of twelve (12) consecutive calendar months after the effective date of this Agreement, the Owner will pay to HBC a minimum service charge which will be based upon a minimum of **25** flight hours per month. Any pre-paid hours will be debited each month for the minimum flight hours per month.

SAMPLE

3.1.4 If the Aircraft exceeds 500 flight hours in any twelve (12) month period from the effective date, or an anniversary of the effective date, the hourly rate will be increased by 25 percent for all hours flown in excess of 500 hours in the aforementioned twelve (12) month period.

3.1.5 If the Aircraft average flight hours to landings ratio is less than as defined in Section 3.1.2 above in any twelve (12) month period from the Effective Date, or an anniversary of the Effective Date, HBC will invoice the Owner a per flight-hour adjustment for each hour flown in the prior 12 month period. The per flight-hour adjustment amount is as follows:

FLIGHT HOURS PER LANDING	Flight Hour Adjustment Hawker 900XP
1	$0.00
0.95	$3.87
0.9	$8.16
0.85	$12.96
0.8	$18.36
0.75	$24.48
0.7	$31.47
0.65	$39.51
0.6	$48.90
0.55	$60.03
0.5	$73.38
<0.50	As Calculated by HBC

3.1.6 All figures are in 2012 United States Dollars and subject to adjustment in accordance with Section 5 below.

SAMPLE

SECTION 4 - HOURLY RATE

4.1 From the Effective Date of this Agreement, and for each period of twelve (12) consecutive calendar months after the Effective Date of this Agreement, the Owner will pay to HBC the greater of actual aircraft flight time or a minimum service charge based upon an annual minimum of **300** flight hours. Reporting of monthly flight hours and landings and payment of monthly service charges will be provided as follows:

4.1.1 At the end of each calendar month, the Owner will report total aircraft utilization (including utilization of zero hours) within six (6) calendar days by using the HBC on-line Report Flight Hour form located at ***http://www.hawkerbeechcraft.com/*** under Service and Support/Support Programs. In the event the access to the on-line report form is unavailable, monthly aircraft utilization may be submitted to HBC using the Support+ Monthly Status Reporting Card, a copy of which is attached hereto as Appendix B; and,

4.2 In the absence of the on line or printed Support+ Monthly Status Reporting Card, HBC will invoice the Owner an amount based on at least the monthly minimum required flight hours multiplied by the Hourly Rate.

4.3 Without limiting any of the foregoing provisions, should the Owner fail to report monthly utilization or in the event that the Owner is in arrears in paying any invoice issued by HBC for goods or services provided to the Owner for the Aircraft, any benefits to be provided under the Plan will, at the option of HBC, be suspended for so long as payment from the Owner is not received. In addition, but without prejudice and under reserve of any other rights or recourses that HBC may legally have, HBC will have the right to terminate this Agreement in accordance with the provisions set forth in Article V Section 2.

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4.3.1 The Owner hereby agrees that from the effective date of this Agreement until expiration of the current calendar year, the base hourly usage rate set forth below will be used by the Owner for purposes of computing the monthly service charge pursuant to Article V Section 1 of the Agreement (hereafter "Hourly Rate"):

Hourly Rate	In Warranty In Service Years <<As Applicable>>	Out of Warranty In Service Years <<As Applicable>>	In Service Years <<As Applicable>>	In Service Years <<As Applicable>>
US $ Airframe	$<<rate>>	$<<rate>>	$<<rate>>	$<<rate>>
Total Per Flight Hour	**$<<total>>**	**$<<total>>**	**$<<total>>**	**$<<total>>**
Total Pre-Paid	**Pre-Paid for <<mos or n/a>> Months or <<hours or n/a>> Hours, Whichever Occurs First. Starting on <<date or n/a>> at <<hours or n/a>> Hours**			

Note: 1. In Service Years shown above are calculated from the original warranty start date.

4.3.2 The Owner is responsible for payment of all additional flight hours, over and above any pre-paid flight hours, at the applicable rate for the balance of the Term.

4.3.3 All figures are in 2012 United States Dollars and are subject to adjustment in accordance with Section 5 below, as applicable.

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SECTION 5 - HOURLY RATE ADJUSTMENTS

5.1 Change to Aircraft Configuration

5.1.1 The base Hourly Rate per hour defined in Section 4 above, will be subject to adjustments as follows:

5.1.2 HBC may, from the first day following any change described below which occurs during the Term, adjust the base Hourly Rate to include costs associated with installation and/or maintenance with respect to the following items:

5.1.2.1 HBC optional equipment or modifications selected by the Owner after execution of this Agreement and incorporated in the Aircraft under a HBC optional service bulletin or under HBC's direction;

5.1.2.2 Any change in the Aircraft Geographical Maintenance Location defined in Article II, Section 1.3.3 above, as determined by HBC, may result in a permanent increase to the Hourly Rate equal to the rate differential currently in effect for that region of the world.

5.2 Economic Change Indices and Calculations

5.2.1 In addition to the adjustment to the base Hourly Rate pursuant to Section 5.1 above, if any, the base Hourly Rate will be subject to positive adjustment each calendar year following the current calendar year in accordance with the provisions outlined below. Commencing on January 1, 2013, the Hourly Rate will be adjusted by the percentage of positive change, if any, calculated as follows:

5.2.1.1 The Hourly Rate Adjustment will be determined by reference to United States Government ("USG") indices set forth below to account for economic fluctuation of labor and material costs in the aircraft industry plus HBC's material cost factor, if applicable, capped at 3% above the USG indices.

5.2.1.2 The period during which the Hourly Rate Adjustment will be calculated will commence in the base month of September 2011 and will terminate in and include September of the year preceding the year in question (hereafter "Base Period").

5.2.1.3 Hourly Rate in the calendar year following the Base Period will be fixed at a price which is equal to the initial rate(s) referenced in Section 4 above (hereafter "Base Price") plus any adjustment, if applicable, related to Section 5.1 above plus the Hourly Rate Adjustment.

5.2.2 In the event the USG has not released indices to enable calculation of the economic fluctuation for any month preceding or including the delivery month, then said calculation will be determined by using the latest available indices released by the USG and adding them to the monthly arithmetic average escalation for the unknown period. The monthly arithmetic average escalation will be calculated by using the six month period immediately preceding the last indices released by USG.

5.2.3 The calculations described above in this Section 5.2 will be based 70% upon the index described below in Subsection 5.2.3.1 ("Labor Index") and 30% upon the index described below in Subsection 5.2.3.2 ("Parts Index").

5.2.3.1 Labor Index: "Employment Cost Index for wages and salaries, for private industry workers, by occupational group and industry, under the Occupational group and industry series entitled "Aircraft Manufacturing" (BLS Series ID ciu2023211000000I) in the NAICS basis publication entitled "ECI Current-Dollar Historical Listings" as published by the U.S. Department of Labor, Bureau of Labor Statistics (hereafter "ECI"); and

SAMPLE

5.2.3.2 Parts Index: "Producer Price Indexes for the net output of selected industries and their products, not seasonally adjusted" under the Industry and product grouping entitled "Aerospace Product and Parts Mfg" (BLS (Series ID PCU3364—3364--) in the monthly periodical entitled "PPI Detailed Report" as published by the U.S. Department of Labor, Bureau of Labor Statistics (hereafter "PPI").

5.2.4 Hourly Rate Adjustment will be made to the Base Price for any escalation in the aforementioned labor and material indices occurring during the Base Period, according to the following formula:

$$A = \left(\left(.70 \frac{S - S_o}{S_o} + .30 \frac{W - W_o}{W_o}\right) + \text{MCF}\right) \text{ X } \text{Base Price}$$

Where:

A	=	The total amount of Hourly Rate Adjustment by which the Base Price will be increased because of economic escalation.
S	=	ECI published for September of the preceding calendar year for which the new Hourly Rate is being calculated.
S_o	=	ECI published for the base month of September 2011.
W	=	PPI published for September of the preceding calendar year for which the new Hourly Rate is being calculated.
W_o	=	PPI published for the base month of September 2011.
MCF	=	HBC Material Cost Factor (3% Cap)

5.2.5 In the event the U.S. Department of Labor: (i) discontinues publication of any index cited herein during the Base Period; or (ii) fails to resume publication, during the Base Period, of any index for which publication has been suspended for (24) months or more; or (iii) materially alters the basis of calculating any index cited herein during the Base Period, then in any such event, HBC will select a comparable alternate index, or indices, for adjusting the portion of the Base Price to which the replaced index applied.

5.3 Economic Adjustment Effectivity

5.3.1 Commencing on January 1, 2013 and continuing thereafter, annually on January 1st of each successive year during the term of this Agreement, the Hourly Rate per hour will be fixed at a price equal to the then current Hourly Rate as calculated in Section 4.1 above plus the Hourly Rate Adjustments as calculated in Section 5.2 above.

5.3.2 HBC will determine the adjustment, if any, to the hourly usage rate during the month of October of the current calendar year.

5.3.3 HBC will notify in writing the Owner of any applicable adjustment to the hourly usage rate(s) for the subsequent calendar year on or before December 1 of the current calendar year.

5.3.4 Aircraft enrolled into the Plan with pre-paid flight hours will not be subject to annual adjustment. However, the Owner will be responsible for reporting flight hours and landings on a monthly basis and for payment of all additional flight hours, over and above the pre-paid flight hours, at the applicable adjusted rate for the balance of the Term.

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SECTION 6 - AIRCRAFT ENROLLMENT AND COMPONENT CONDITION

6.1 At the sole discretion of HBC, the Owner will not, under any circumstances whatsoever, be entitled to any of the benefits of the Plan unless and until the following enrollment conditions as indicated **[✓]** below are met to the satisfaction of HBC:

[ ] For aircraft enrolled into the Plan upon initial delivery into service, HBC agrees to waive compliance by the Owner with the provisions of this Section 6.1.

[ ] For aircraft enrolled into the Plan after initial delivery into service, the Owner, at its own cost, makes the Aircraft available to HBC at a mutually acceptable date and Hawker Beechcraft Services (HBS) location, to allow HBC in the presence of any representative of the Owner, to perform, at the expense of the Owner, an initial inspection and flight test of the Aircraft to determine the maintenance status of the Aircraft, and the condition and use of any and all components on the Aircraft covered under the Plan.

[ ] The Owner, at its own cost, corrects any and all deficiencies identified by HBC in any component on the Aircraft covered under the Plan to the satisfaction of HBC.

[ ] The Owner, at its own cost or expense, will comply with all HBC mandatory service bulletins issued prior to the effective date of this Agreement as well as all HBC recommended service bulletins issued prior to the effective date of this Agreement having a HBC specified compliance deadline. The Owner will comply with all the HBC service bulletins referred in this Section 6.1 prior to being entitled to any of the benefits of the Plan, or within the compliance deadline specified in any applicable service bulletin, unless such period or deadline is extended in writing by HBC. If the Owner fails to perform its obligations under this Section 6, HBC, at its sole and complete discretion, will have the right either to suspend any of the benefits of the Plan to which the Owner is entitled until the Owner fulfills its obligations hereunder or to terminate the Agreement in accordance with the provisions of Article V Section 2 of this Agreement.

[ ] The Owner will make a one-time payment to HBC for reserves of future maintenance that will occur during the term of this Agreement and for use on all time and wear limited components covered pursuant to the Plan accumulated prior to the enrollment inspection. This payment will be taken into account in any calculation of a Support Plus Bonus under Article II Section 8 of the Agreement.

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SECTION 7 – TRANSFER OF AGREEMENT

7.1 The Owner hereby understands and agrees as indicated **[✓]** below that:

[✓] For aircraft enrolled into the Plan, this Agreement together with the rights and/or obligations of the Owner hereunder may be assigned or transferred, in whole by the Owner provided that HBC has given its prior written consent to such assignment. HBC reserves the right to offer such transfer of the Agreement subject to subsequent owner or Owner creditworthiness and HBC's usual and customary background check and denied parties screening. In event of such a transfer, the Agreement will expire at the original expiration date set forth in Article II Section 2.1. The Owner will pay to HBC any prorated minimum flight hour payments as may be applicable up to the date of assignment or transfer.

7.2 The Owner agrees to notify HBC of any change to the Aircraft registration number within 5 days in accordance with Article I Section 1.1 of the Agreement or of any pending sale or actual aircraft title transfer using Appendix D, attached hereto.

SECTION 8 – SUPPORT Plus BONUS

8.1 At the end of the Term provided for under Article II Section 2.1 of this Agreement, HBC will calculate sixty-five percent (65%) of the difference between the total sum of all the monthly service charges and minimum flight hour charges (less an administration fee of $16.00 per flight hour), plus Support Plus enrollment charges and any applicable fees paid to HBC directly by the Owner pursuant to this Agreement plus the total retail price of all the benefits provided by HBC to the Owner under the Plan. Any resulting credit balance will be credited to the Owner's HBC Support Plus account and will be available for payment of future Support Plus Agreements entered into immediately following the end of the term of this Agreement.

8.2 HBC will have sole responsibility and authority for the Support Plus Bonus calculation. To allow time for all transactions to process, HBC will start the calculation no earlier than ninety (90) days following the end of the Agreement term or termination and will provide the Owner a summary of the calculation.

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ARTICLE III COVERAGE UNDER THE PLAN

SECTION 1 – COVERED UNDER THE PLAN

The Plan will provide only the following coverage, including those as selected by the Owner and indicated [✓] below, if applicable:

1.1 [✓] Components and Consumables Coverage

1.1.1 The exchange of components and the supply of related parts and/or consumables as further defined below associated with the Aircraft and other parts, components and systems which are installed on the Aircraft with respect to the Aircraft in the original configuration in which it was delivered into service by HBC to the first purchaser of the Aircraft, and as subsequently modified by HBC service bulletins, but prior to and/or excluding modifications or installations by Supplemental Type Certification (STC.) or other similar actions.

1.1.2 Avionics parts and components, as applicable, and/or services will be administered and provided directly to the Owner by the respective manufacturer; however, the payment for such parts and/or services is included in the Plan.

1.1.3 MedAire parts and components, as applicable, and/or services will be administered and provided directly to the Owner by MedAire; however, the payment for such parts and/or services is included in Support Plus.

1.1.4 All components covered pursuant to the Plan required for scheduled component removals and scheduled maintenance requirements as defined in Hawker Beechcraft Aircraft Maintenance Manual, and for unscheduled component removals.

1.1.5 All consumables covered pursuant to the Plan required for the components referred to in Section 1.1.4 above.

1.1.6 Replacement components covered pursuant to the Plan for HBC mandatory and recommended service bulletins installed on the Aircraft prior to the Effective Date.

1.1.7 Kits or components as defined by the service bulletin required to install all HBC mandatory service bulletins covered pursuant to the Plan and issued after the Effective Date.

1.1.8 Kits or components as defined by the service bulletin required to install all HBC recommended service bulletins covered pursuant to the Plan issued after the Effective Date.

1.1.9 Replacement components covered pursuant to the Plan for HBC mandatory and recommended service bulletins installed on the Aircraft after the Effective Date.

1.1.10 Replacement components covered pursuant to the Plan for any of those optional service bulletins issued by HBC that are purchased and installed on the Aircraft at the Owner's expense.

1.1.11 Charges for routine freight (AAA) shipments from a HBC warehouse or a warehouse of HBC's wholly owned spare parts subsidiary, HBP&D directly to the Owner or directly to the aircraft location, upon receipt of a valid claim under the Plan, associated with the exchange of components and the supply of related parts and/or consumables covered pursuant to the Plan.

SAMPLE

1.2 [ ] Comprehensive Scheduled and Unscheduled Maintenance Labor Coverage

1.2.1 Flat-rate charges for labor to accomplish work such as, but not limited to, gaining access to, inspecting, checking, or reassembly accomplished by the Service Facility for all scheduled inspections with intervals of 800 hours or twelve (12) months or greater as listed in the Aircraft Maintenance Schedule

1.2.2 Flat-rate charges for labor to accomplish work such as, but not limited to, gaining access to, inspecting, checking, or reassembly accomplished by the Service Facility for all scheduled maintenance with requirement periods of less the periods than those periods stated Section 1.2.1, above as listed in the Aircraft Maintenance Schedule and unscheduled inspection requirements covered pursuant to the plan.

1.2.3 Flat-rate charges for for troubleshooting labor accomplished by the Service Facility, as the case may be, for all unscheduled maintenance requirements covered pursuant to the Plan, unless otherwise directed by HBC.

1.2.4 Flat-rate charges for limited labor, performed by the Owner, for minor inspection requirements as listed in Part 1 of the applicable HBC Aircraft Flexible Maintenance Schedule and removal and replacement of wheels, tires and light bulbs. Reimbursement for such labor will be at the rate of $30USD per hour or such higher rate as is established by HBC as its standard Owner support labor rate and HBC's flat rates in effect at that time

1.2.5 Flat-rate charges for limited labor performed by a local repair facility to accomplish certain work when the Aircraft is Aircraft On Ground ("AOG").

1.2.6 Labor required to replace such components covered pursuant to the Plan for HBC mandatory and recommended service bulletins installed on the Aircraft prior to the effective date of this Agreement.

1.2.7 Labor as defined by the service bulletin required to install all HBC mandatory service bulletins covered pursuant to the Plan issued after the Effective Date.

1.2.8 Labor as defined by the service bulletin required to install all HBC recommended service bulletins covered pursuant to the Plan issued after the Effective Date.

1.2.9 Labor required to replace such components covered pursuant to the Plan for HBC mandatory and recommended service bulletins installed on the Aircraft after the Effective Date.

1.2.10 Labor required to replace such components covered pursuant to the Plan for any of those optional service bulletins issued by HBC that are purchased and installed on the Aircraft at the Owner's expense.

1.3 [ ] Avionics coverage

1.3.2 Avionics and related consumables covered pursuant to the Plan required for scheduled and unscheduled component removal as provided by the respective avionics manufacturer.

1.4 [ ] MedAire Coverage

1.4.2 Medical kits and services as provided directly by MedAire.

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SECTION 2 – EXCLUDED FROM COVERAGE UNDER THE PLAN

2.1 The Plan will not provide any coverage whatsoever for the following items:

2.1.1 Any charges for engine or APU components and/or labor resulting from work such as, but not limited to, gaining access to, inspecting, checking, troubleshooting, rigging, engine compressor washing removing, repairing, refurbishing or overhauling, or replacing any engine or APU component and related gaskets, seals, O-rings, and other similar type consumables.

2.1.2 Any charges incurred resulting from modification, installation and/or maintenance with respect to any optional equipment or modifications incorporated in the Aircraft, equipment, outfitting or avionics modifications or installations by STC not installed by HBC or under HBC's direction, or FAA or equivalent airworthiness authority mandated generic aircraft modifications, inspections, or procedures including, but not limited to, test procedures affecting the Aircraft, but which are not specifically directed to the Hawker Beechcraft model in question, or other similar actions incorporated or performed.

2.1.3 All charges for any and all labor performed by the Owner, and/or all charges for any and all labor, if selected under the Plan, performed by, or on behalf of, the Owner which are: (i) labor overtime and/or premium charges, or (ii) beyond allowed flat-rate labor charges and/or a reasonable number of hours, or (iii) labor charges beyond a reasonable value as covered pursuant to the Plan and authorized and/or directed by HBC for the maintenance task performed, or (iv) discretionary inspections, pre-purchase evaluation inspections, and associated rectification that would not otherwise have been discovered, or discretionary component removal at the direction of the Owner, or (v) preparation of the Aircraft for maintenance, cleaning, handling or towing, or (vi) routine labor as defined pursuant to the Plan.

2.1.4 All charges incurred in rendering services pursuant to the Plan at the express request of the Owner at locations other than the Service Facility for all types of tooling fees, hangar fees or any related airport fees, or travel-related expenses including, but not limited to, travel, living and lodging expenses related to AOG repairs. Such expenses will be the responsibility of the Owner and will be paid by the Owner. The limitation set forth above does not apply to travel-related expenses incurred in connection with normal customer support services which are provided by HBC to all of its customers without charge.

2.1.5 All charges for all types of consumable or expendable used by the Owner in performing servicing of the Aircraft, engines or APU including, without limitation fuel, lubrication oil, hydraulic oil, de-ice or anti-ice fluids, water or waste systems, oxygen, nitrogen, rain repellent, windscreen surface treatments, general inspection and condition, cleaning and preflight or post flight inspections and any other maintenance activity of similar nature.

2.1.6 All charges for all types of repairs or services not performed in accordance with the then current requirements of FAA ADs, HBC mandatory or recommended Service Bulletins, and FAA-Approved Manuals, and any other HBC and HBC-supplier's written instructions pertaining to inspection, maintenance or operation including, but not limited to, repairs, service or inspections which are not recommended or required by the manufacturer of the Aircraft, its engines, APU or suppliers of other parts, components or systems installed on the Aircraft.

2.1.7 Any charges incurred for inspections, or the replacement and/or recertification of a component that remains serviceable, but is returned due to periodic recertification requirements of any appropriate Airworthiness Authorities or resulting from additional requirements beyond Federal Aviation Administration or equivalent Airworthiness Authority operational requirements.

SAMPLE

2.1.8 All charges for all types of maintenance and/or repair of equipment not installed on the Aircraft by HBC or under the direction of HBC, or any customer furnished equipment.

2.1.9 All charges for all types of maintenance and/or repairs resulting from exceeding any Aircraft and/or engine or APU operating limitation unless the exceedence is caused by a confirmed Aircraft component malfunction.

2.1.10 All charges for all types of additional maintenance resulting from exceeding any Aircraft inspection time limitation or performed outside of the inspection tolerance.

2.1.11 Any charges for any parts or services for repairs related to the Aircraft structure required after the Aircraft is no longer within HBC's limited warranty.

2.1.12 Any charges incurred resulting from any damages to a component arising from or attributable directly or indirectly to repairs, service and/or inspections and subsequent testing and/or recertification of equipment due to (1) abuse, (2) accident, (3) negligence, (4) foreign object damage or contamination, (5) subsequent or consequential damage, (6) corrosion or erosion, (7) force majeure such as, but not limited to, environmentally induced turbulence, hurricanes, lightning, rain, hail, wind and tornado, (8) theft, (9) acts of war and/or civil disturbance, (10) an event covered by an insurance policy, (11) labor strikes (12) failure to comply with FAA ADs, HBC mandatory or recommended Service Bulletins to the extent incorporation is required under the Plan, and/or FAA-Approved Manuals, and/or any other HBC-suppliers's written instructions pertaining to inspection, maintenance and/or operations or any other causes whatsoever whether similar to those hereinbefore mentioned or of a different nature beyond the reasonable control and without the fault or negligence of the Owner.

2.1.13 Any charges incurred resulting from any damages to a component arising from or attributable directly or indirectly to any abuse by the Owner or any third party, whether or not under the control of the Owner.

2.1.14 Any costs arising from or attributable directly or indirectly to the Owner's customized modifications and installations, and/or modifications and installations.

2.1.15 Any costs, unless directed by HBC, for labor, if applicable under the Plan, performed with the intent to repair, rectify or troubleshoot any unconfirmed condition or component discrepancy which results in a Fault not Found conclusion.

2.1.16 Any costs, unless directed by HBC, incurred for any component returned by the Owner to HBC, when Fault not Found determination is rendered upon investigation by HBC or any supplier or designated by HBC.

2.1.17 Any costs incurred for restocking and/or recertification for any component requested and returned by the Owner to HBC because the component was not required and/or installed.

2.1.18 All costs for a component arising from use of a new component when exchange components were available or repair of the component was feasible, unless directed by HBC.

2.1.19 Any attaching parts including, without limitation, standard aircraft hardware which can be used more than once and is generally available from sources other than HBC.

2.1.20 Any discretionary removal of a component.

2.1.21 Except as otherwise provided in Section 1.1.10 above, any optional service bulletins issued by HBC or any service bulletins issued by anyone other than HBC.

SAMPLE

2.1.22 Any service bulletin issued prior to enrollment and service bulletins previously offered at no charge to the Owner for which the Owner has exceeded the deadline specified by HBC and/or its suppliers for ordering or installing the related components or kits.

2.1.23 The provisioning of spare parts by HBC at the Owner's facility or base of operation.

2.1.24 The supply or replacement of any protective coverings, ground lock pins, gust locks, flags, loose equipment, or other such ground support equipment, tooling or the purchase or rental of any ground support equipment, subscription and similar type services.

2.1.25 Any flight test expenses and any fuel for any reason whatsoever.

2.1.26 Theft or misplaced components.

2.1.27 Any costs associated with non-approved parts.

2.1.28 Any charges for replacement aircraft or aircraft charter for any losses or damages for or arising out of any loss of use of any aircraft covered by the Plan.

2.1.29 Any Fixed Base Operator's or other service provider's fees including, but not limited to, ramp fees, hangar fees or any related airport fees.

2.1.30 Any costs specifically excluded pursuant to the provisions of this Agreement or to be specifically paid by the Owner in addition to the monthly service charge to be paid pursuant to the provisions of this Agreement including, without limitation, costs for transportation, insurance, packing, storage, taxes, duties, or similar costs.

2.1.31 Notwithstanding the provisions of Section 1.1.11 above, any charges for expedited shipping or costs in excess of charges for routine freight shipments associated with the exchange of components and the supply of related parts and/or consumables covered pursuant to the Plan from a HBC or HBP&D warehouse to the Owner, or any and all charges for the shipment of such items from the Owner to a HBC or HBP&D warehouse.

2.1.32 Any charges for maintenance and/or repairs to interior/exterior furnishings and appearance items such as paint, upholstery and trim, or cleaning, washing and polishing or daily turn around service items such as, but not limited to, cleaning, stocking and servicing of the Aircraft.

2.2 Subject to the provisions of Section 2.1 above, HBC may, in its sole and absolute discretion, on an exceptional basis, provide coverage for any part not covered by the Plan pursuant to the provisions of this Agreement, provided that the Owner understands and agrees that HBC may provide such exceptional coverage without any commitment, obligation or liability for similar other coverage in the future.

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ARTICLE IV PROCEDURES UNDER THE PLAN

SECTION 1 - AIRCRAFT OPERATION, LABOR AND COMPONENT EXCHANGE

1.1 Aircraft Operation

1.1.1 During the term of this Agreement, the Owner will operate and maintain the Aircraft in accordance with the Hawker Beechcraft Corporation Airplane Flight Manual, operating manuals, the applicable maintenance and repair manuals, applicable mandatory and recommended service bulletins, and any other written instructions issued by HBC and its suppliers as amended from time to time. The Owner will also comply with all the applicable requirements of appropriate Airworthiness Authorities, and/or with generally accepted practices currently followed in the general aviation industry.

1.1.2 The Owner agrees to notify HBC of any letters of investigation or notices of violation received by it from, or any self-disclosure made by it to the Airworthiness Authority in relation to maintenance services provided under this Agreement. Such notification will describe the nature of the violation and the corrective action being taken by the Owner.

1.1.3 Avionics services for the benefit of the Owner will be administered and provided directly to the Owner by the respective avionics manufacturer; however, the cost of such services is included in the Plan.

1.1.4 MedAire parts and components, and/or services will be administered and provided directly to the Owner by MedAire; however, the payment for such parts and/or services is included in Support Plus.

1.1.5 The Owner hereby warrants that, at all times, components exchanged under the Plan have been and/or will be utilized on the Aircraft only on the strict condition that the Aircraft has been, is and will be operated for business aircraft-type operations only.

1.1.6 With the exception of labor referenced in Article III Section 1.2.4 and Article IV Section 1.7 of this Agreement, if applicable, all types of scheduled and unscheduled maintenance performed on the Owner's Aircraft pursuant to this Agreement must be accomplished at the Service Facility . All claims under the Plan for maintenance and support services will be filed with HBC to the detailed task level.

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1.2 Labor Charges under the Plan

1.2.1 Charges associated with labor, as selected under the Plan, performed at the Service Facility to inspect, service, repair or troubleshoot any confirmed condition or component discrepancy will be the responsibility of HBC, only to the extent of the HBC flat-rate labor allowance as defined under the Plan, or authorized and/or directed by HBC for the maintenance task performed.

1.2.2 Charges for labor, if selected under the Plan, associated with troubleshooting accomplished by the Service Facility for unscheduled maintenance requirements covered pursuant to the Plan will be the responsibility of HBC, only to the extent of an additional fifteen percent (15%) of the published flat-rate labor allowance or one (1) labor hour, whichever is greater, used to repair or troubleshoot any confirmed condition or component discrepancy claimed under the Plan, unless otherwise directed by HBC.

1.2.3 In the event labor required for troubleshooting will exceed the fifteen percent (15%) of the published flat-rate labor allowance or one (1) labor hour, whichever is greater, used to repair or rectify the confirmed condition or component discrepancy claimed under the Plan, the Owner or the Service Facility, as applicable, will inform HBC and HBC will be given the opportunity to concur or propose an alternate remedy for such troubleshooting. Charges for such additional troubleshooting labor will be the responsibility of HBC, only to the extent authorized and/or directed by HBC for the maintenance task performed.

1.2.4 The Owner or the Service Facility, as applicable, will be responsible for any costs over and above the flat-rate labor allowance amounts that would have been charged by or to HBC in the event the Owner or the Service Facility fails to obtain authorization from HBC prior to performing such additional troubleshooting. Unless authorized and/or directed by HBC, (i) charges for such additional troubleshooting labor accomplished by the Service Facility in excess of the flat-rate troubleshooting labor allowance will be the responsibility of the Service Facility, and such charges will not be billed to the Owner, or to HBC under the Plan; and, (ii) charges for such additional troubleshooting labor accomplished for the benefit of the Owner under Article IV Section 1.7 in excess of the flat-rate troubleshooting labor allowance will be the responsibility of the Owner.

1.3 Scheduled Component Removal

1.3.1 HBC will exchange a component and related consumables with the Owner for any component with a designated service life provided that the Owner notifies the Service Facility, as selected by the Owner, thirty (30) days in advance of the date for any scheduled component removal. The Owner or the Service Facility, as applicable, will be responsible for removing and returning any unserviceable component to HBC or any supplier or repair or overhaul facility as directed by HBC within fifteen (15) days after the receipt of a serviceable component and related consumables by the Owner.

1.3.2 If any component with a designated service life is removed from service more than fifty (50) hours or fifty (50) cycles or 1 (one) month, as applicable, prior to achieving its designated service life, HBC will send an invoice to the Owner for an amount equal to the overhaul cost per hour, cycle or month, as applicable, for the unused portion of the designated service life.

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1.4 Unscheduled Component Removal

1.4.1 HBC will exchange any component and related consumables with the Owner to support any unscheduled component removal in accordance with the following conditions:

1.4.2 HBC, at its discretion, may require the Owner or the Service Facility to obtain prior written authorization of a HBC representative for any unscheduled component removal with a retail price in excess of $**15,000USD**. HBC may, in its own discretion, send a representative to the aircraft location, at the expense of HBC to verify the condition of any unserviceable component and the cause of its failure and, if required, to authorize the removal of such component. If the Aircraft is AOG due to an unscheduled component removal, HBC will reply to the Owner's request within 24 hours of receipt of an order for the replacement component.

1.4.3 Any component and related consumables exchanged by HBC for any unscheduled component removal will be forwarded with reasonable efforts by HBC to the aircraft location within 48 hours of receipt of an order for the replacement component.

1.4.4 Notwithstanding the provisions of Section 1.3.1 above, HBC at its option and for purely economic reasons, may require the Owner to refurbish on site any unserviceable component. In such event, HBC will supply those parts and consumables required for such component refurbishment.

1.5 Mandatory or Recommended Service Bulletins

1.5.1 HBC will provide, upon acceptance of a valid claim, coverage for all kits or components required for HBC mandatory or recommended service bulletins, provided that the Owner incorporates such service bulletins within the specified compliance deadline stated in the said service bulletins, if applicable, unless such period or deadline is extended in writing by HBC.

1.5.2 HBC will retain the right to impose a time limitation for coverage of labor or any component and/or kit to be provided under the Plan pursuant to Article III Section 1.1.8 or 1.1.9 of this Agreement. Notwithstanding any other provision to the contrary in this Agreement, upon expiration of any time limitation determined by HBC for compliance by the Owner with any mandatory or recommended service bulletin, the Owner will be responsible for all charges to be paid for installation and/or to acquire any component and related consumables and/or kit for such service bulletin.

1.5.3 HBC will perform or, as the case may be, cause its supplier to perform all component inspections and/or modifications specified in and in accordance with HBC mandatory or recommended service bulletins, during shop visits for unserviceable components, when such inspections and/or modifications are recommended by HBC. Notwithstanding the foregoing, HBC, at its option, may require compliance by the Owner with suppliers' mandatory, alert or recommended service bulletins, and will provide coverage for any related component and/or kit to the Owner for such service bulletins. HBC in its own absolute discretion, but before any component exceeds the period of time assigned by suppliers in their mandatory, alert or recommended service bulletins for compliance by the Owner, may assign a date to the Owner for the replacement of such component under the Plan.

1.6 Component Exchanged Under The Plan

1.6.1 Excluding Collins and Honeywell avionics, engines, APU and MedAire services parts and components, as applicable, all parts and components, whether used by HBC, a maintenance facility or the Owner, will have been acquired from HBC. If not acquired from HBC, HBP&D or the Service Facility, a financial credit will not be provided in lieu of a replacement part.

SAMPLE

1.6.2 Excluding Collins and Honeywell avionics, engines, APU and MedAire services parts and components, as applicable, all component repairs and overhauls performed under the Plan will be the responsibility of HBC or HBP&D whether used by HBC, a maintenance facility or the Owner.

1.6.3 For any unscheduled component removal with respect to any unserviceable component with a designated service life, HBC in its sole discretion, may provide a serviceable component which is not new, but of known time since last overhaul with at least fifty percent (50%) of its designated service life remaining.

1.6.4 Any component exchanged by HBC or HBP&D with the Owner under the Plan will be for the replacement of any component installed on the Aircraft. Any component covered under the Plan will be an original component supplied by HBC or a component subsequently procured from HBC or HBP&D as a spare or replacement component. HBC reserves the right to provide HBC preferred components as a replacement in lieu of an exact replacement part.

1.6.5 The Owner will, at its own cost or expense, supply all the labor and/or material for any painting or decorative requirements of the Owner with respect to any component exchanged by HBC or HBP&D with the Owner under this Agreement resulting from any optional equipment or modifications incorporated in the Aircraft by the Owner.

1.6.6 HBC (or its applicable component supplier), at its own discretion, will have the right to discontinue the support of any component whose configuration has been superseded by a later configuration. In such event, HBC will provide a superseding component in lieu of the earlier configuration component. The Owner will, at its own cost or expense, ensure the superseded component's compatibility (through modification of the Aircraft or otherwise) when it is not provided for by service bulletin coverage under the Plan.

1.6.7 HBC, at its own discretion, may provide a serviceable component as a no charge rental component to the Owner to replace an unserviceable component pending its repair or overhaul by HBC or any supplier designated by HBC. The Plan will provide coverage for labor and the supply of related parts and/or consumables necessary to install the serviceable no charge rental component and to reinstall the repaired or overhauled component in the Aircraft. The Owner will remove and return the serviceable no charge rental component to HBC within fifteen (15) days after the return to the Owner of the repaired or overhauled component.

1.6.8 The Owner agrees that, for any unserviceable component or consumables removed from the Aircraft by the Owner for which HBC or HBP&D has exchanged a serviceable component or consumables to the Owner under the Plan pursuant to the provisions of this Agreement, (i) if specifically requested by HBC, any unserviceable component or consumables removed by the Owner will be returned to HBC or any supplier or repair or overhaul facility designated by HBC within fifteen (15) days of removal, or (ii) if requested by HBC, the Owner will properly store any removed unserviceable component or consumables at the Owner's expense until HBC issues instructions for its disposal, or (iii) unless the Owner is specifically requested by HBC to do otherwise, unserviceable components or consumables not requested to be returned to HBC or HBP&D, as the case may be, must be held by the Owner for thirty (30) days from settlement date of the claim submitted under the Plan. If HBC has not requested the part to be returned, the Owner may scrap the part in such a manner as to render the part totally unusable.

1.6.9 The Owner will pay the full retail price of any unserviceable component or consumable not returned to HBC or any supplier or repair or overhaul facility designated by HBC within fifteen (15) days if specifically requested by HBC, or not disposed of as instructed by HBC.

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1.7 AOG Repair by Local Repair Facility

1.7.1 HBC and the Owner recognize that, from time to time, it may become necessary for certain work to be performed at a non-HBC authorized service facility when the Aircraft is not operational due to mechanical difficulties or requires non-complex unscheduled maintenance. HBC will be informed in such event, and be given the opportunity to concur or propose an alternate remedy for an AOG situation or non-complex unscheduled maintenance requirement.

1.7.2 The Owner will, at its own cost, have such repairs done by the non-HBC authorized service facility. The Owner will be solely responsible, to the complete exoneration of HBC for monitoring and ensuring that the repair work is correctly and satisfactorily performed by the non-HBC authorized service facility. The Owner will obtain a copy of the work order, shop order, repair order, or any other similar documentation which will report events such as, but not limited to, abuse or damage to any component, modifications, repairs and maintenance as prescribed by HBC instructions and/or those of any appropriate Airworthiness Authorities. This form will be signed by an authorized representative of the non-HBC authorized service facility. In addition, such repair information will be accompanied by a properly completed part information form supplied with the replacement part, or equivalent,

1.7.3 All maintenance at such non-HBC authorized service facility must be reported to HBC within ten (10) working days from occurrence. The Owner will provide proof of payment within thirty (30) calendar days from the date of having such repairs accomplished. All Owner invoices for work performed submitted more than sixty (60) days after the completion of the maintenance event will not be eligible for payment by HBC. All such reports and invoices must be detailed regarding the maintenance task level for parts and labor.

1.7.4 Provided that it has received all required documentation, upon acceptance of a valid claim HBC will issue to the Owner a credit for the amount of such repair labor charges. Costs associated with such labor will be the responsibility of HBC, only to the extent that HBC would have been responsible had the work been accomplished at the Service Facility. The Owner will be responsible for any costs over and above the amount that would have been charged by or to HBC for like or similar work at the Service Facility. Such credits may be used by the Owner for future purchases of goods or services for the Aircraft from HBC.

1.7.5 The Owner hereby forever releases and discharges HBC from any obligation, liability, claim, action, or proceedings with respect to any repair work performed by non-HBC authorized service facilty pursuant to the foregoing provisions of this Section 1.7. Accordingly, the Owner hereby agrees to pursue any claim that it may have with respect to any repair work performed by a non-HBC Authorized service facility solely and exclusively and to the complete exoneration of HBC.

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1.8 Discretionary Removal

1.8.1 In the case of discretionary removal of any component, HBC will send an invoice to the Owner for an amount equal to the full retail price of the component normally charged to an aircraft owner prorated to the difference between the wear limit, tolerance or allowance specified in any applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions, including, without limitation, applicable Maintenance Manual or Service Bulletin, and the actual wear accumulated on such component. The Owner will pay HBC's invoice in accordance with the provisions of Article V Section 1 of this Agreement.

1.9 Discretionary Inspection

1.9.1 In the case of discretionary inspection, the Owner will be responsible for an amount equal to the full retail price of the flat rated inspection prorated to the difference between the inspection frequency required and time remaining to the required inspection period.

1.10 Fault Not Found

1.10.1 In cases of labor, if selected under the Plan, performed with the intent to repair, rectify or troubleshoot any unconfirmed condition or component discrepancy, or removal of any component returned by the Owner to HBC, occurring without the direction of HBC, which results in a Fault not Found conclusion, HBC will send an invoice to the Owner for an amount equal to the actual labor costs and/or the full retail price of the component. The Owner will pay HBC's invoice in accordance with the provisions of Article V Section 1 of this Agreement.

1.10.2 If supporting information for a related claim is requested by HBC, the Owner agrees to respond within fifteen (15) days from the date of such request. HBC reserves the right for an additional sixty (60) days from the date of requesting supporting information to conduct an investigation by HBC or any supplier designated by HBC to settle such claim under the Plan. If the Owner has not received notification from HBC that "Fault not Found" was determined upon investigation by HBC or any supplier designated by HBC within ninety (90) days from the date of HBC's receipt of the returned component, any resulting "Fault not Found" charges to the Owner related to such claim will be waived by HBC.

1.11 Component Subject to Abuse

1.11.1 Upon determination by HBC or any supplier or repair or overhaul facility designated by HBC that any unserviceable component of the Owner has been subjected to abuse, such unserviceable component will not be eligible for an exchange under the Plan pursuant to the provisions of this Agreement. Notwithstanding any other provision in this Agreement to the contrary, in such a case, HBC will send an invoice to the Owner for an amount equal to the full retail price for any serviceable component to be supplied by HBC to the Owner, less any core credit for the unserviceable component, if applicable. The Owner will pay HBC's invoice in accordance with the provisions of Article V Section 1 of this Agreement.

1.12 Component Condition and History

1.12.1 Any unserviceable component returned to HBC or any supplier or repair or overhaul facility designated by HBC will be accompanied by a properly completed part information form supplied with the replacement part, or equivalent, The form will be attached to the unserviceable component and will at all times be kept with the unserviceable component removed by the Owner.

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1.13 Aircraft Log Book

1.13.1 The Owner will properly record in the Aircraft log book all aircraft flight hours, cycles, landings, or calendar times as reasonably required by HBC for purposes of this Agreement and/or by any appropriate Airworthiness Authority. In addition, the Owner will report operating events, including abuse or damage to the Aircraft or any component, modifications, repairs and maintenance as prescribed by HBC instructions and/or those required by any appropriate Airworthiness Authority in the Aircraft log book. This information will be furnished to HBC from time to time upon reasonable request. The Owner further agrees to grant to the representative(s) of HBC access to the Aircraft and/or any component, and also to the Aircraft, auxiliary power unit and engine operation records upon the reasonable request of HBC. The Owner warrants to HBC that at all times, all information recorded in these logbooks or otherwise reported to HBC will be true and correct.

1.14 Failure to Provide Information

1.14.1 If the Owner fails to record and/or to provide to HBC any information required pursuant to the provisions of Sections 1.12 and 1.13 above to determine the Aircraft maintenance status or the maintenance and/or modification status of any unserviceable component, HBC will have the right to require that such unserviceable component be overhauled at the Owner's expense.

1.14.2 HBC will not reimburse the Owner for costs related to a claim if supporting information requested by HBC is not received from the Owner within fifteen (15) days from the date of such request and the claim is rejected due to the Owner’s failure to provide such information in a timely manner.

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ARTICLE V STANDARD TERMS AND CONDITIONS

SECTION 1 - PAYMENT TERMS

1.1 Upon receipt of an invoice from HBC, all payments will be made in full by the Owner to an account designated by HBC. Terms of payment are net thirty (30) days from the date of the invoice for accounts in good standing with HBC and its subsidiaries. Such funds must be received by HBC within thirty (30) days of the date set forth on the invoice.

1.2 If payment to HBC specified in Section 1.1 above for the preceding month is not received by HBC within thirty days of the date set forth on the invoice interest will be charged at an interest rate of one and one-half percent (1 ½ %) per month on any unpaid balance.

1.3 All amounts payable under this Agreement is stated in terms of United States Dollars and must be paid in United States Dollars.

SECTION 2 - TERMINATION

2.1 At the request of the Owner, this Agreement may be terminated at any time before the expiration of the term of this Agreement provided

2.1.1 that either all applicable monthly service charges, flight hour charges, fees and Support Plus enrollment charges and fees, if applicable, paid by or for the benefit of the Owner to HBC on the termination date will not be less than the total retail price of all the benefits provided by HBC to the Owner or in the event that there is a deficit, the Owner will pay any such deficit to HBC on such termination date, and

2.1.2 any other amounts charged by HBC to the Owner pursuant to this Agreement will be paid by the Owner on such termination date.

2.2 HBC may, at any time, terminate this Agreement immediately on the day on which HBC sends a written notice of termination to the Owner in the event that:

2.2.1 the Owner has failed to perform any of its obligations under this Agreement and has not cured or remedied such failure to the reasonable satisfaction of HBC within a period of thirty (30) consecutive calendar days (five (5) days for nonpayment) after having been previously notified in writing by HBC to do so within such grace period; or

2.2.2 the Aircraft has been substantially damaged beyond economic repair; or

2.2.3 the Owner has filed a voluntary petition in bankruptcy; or

2.2.4 proceedings in bankruptcy have been instituted against the Owner and have not been dismissed within a period of thirty (30) calendar days thereafter; or

2.2.5 a Court of competent jurisdiction has taken and retained jurisdiction over the assets of the Owner for a period of at least thirty (30) calendar days; or

2.2.6 a receiver has been appointed with respect to the property of the Owner by a Court of competent jurisdiction and has not been discharged within a period of thirty (30) calendar days thereafter; or

2.2.7 the Owner has become insolvent or has suspended business; or

2.2.8 the Owner has made an assignment for the benefit of its creditors; or

2.2.9 the Owner no longer owns or operates the Aircraft.

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In the event of any termination of this Agreement pursuant to the provisions of this Section 2, the Owner will remain liable to the date of termination to pay to HBC any deficit between the total sum of all the monthly service charges and minimum flight hour charges (less administrative fees), plus Support Plus enrollment charges and fees, if applicable, paid to HBC by or for the benefit of the Owner pursuant to this Agreement and the total retail price of all the benefits provided by HBC to the Owner under the Plan. If the Owner fails to perform in accordance with any of the provisions set forth in this Agreement, the Owner hereby agrees to be liable and to pay for all reasonable attorney's fees, expenses and costs incurred by HBC in seeking recovery of any amount which the Owner has failed to pay to HBC.

SECTION 3 - TITLE AND RISK OF LOSS

3.1 HBC and the Owner warrants to each other that, for any component that is exchanged under the Plan, each party has, upon delivery of the component pursuant to Article IV Sections 1.3 or 1.4, as applicable, title to it free and clear of any and all mortgages, liens, charges, encumbrances or security interests whatsoever.

3.2 When a component exchanged under the Plan is shipped directly from HBC to the Owner, title to and risk of loss of or damage to a “direct shipped “ component exchanged under the Plan by HBC to the Owner will be transferred from HBC to the Owner upon delivery of the component EXW (Incoterms 2000) at HBC’s Warehouse. Each party will, when required, deliver to the other all documents that are necessary to transfer title and to establish the actual release of all mortgages, liens, charges, encumbrances or security interests whatsoever.

3.3 Title to and risk of loss of or damage to any component exchanged under the Plan by the Owner to HBC will be transferred from the Owner to HBC upon delivery of the component EXW (Incoterms 2000) at HBC’s Warehouse. Each party will, when required, deliver to the other all documents that are necessary to transfer title and to establish the actual release of all mortgages, liens, charges, encumbrances or security interests whatsoever.

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SECTION 4 - CHARGES AND TAXES

4.1 Excluding charges for routine freight provided in Article III Section 1.1.11 above, any and all handling, packing, crating, transportation, taxes, duties, insurance or storage costs and any and all other costs incurred will be paid by the Owner.

4.2 The Owner or the Service Facility will, at its own cost or expense, adequately pack and crate for shipment any and all components to be returned to HBC under the Plan.

4.3 The Owner will be responsible to obtain, at its own cost, all permits, licenses, clearances or documents for the import or export of any component exchanged under the Plan.

4.4 Any and all monthly service charges and any and all other amounts to be paid or refunded by the Owner to HBC pursuant to this Agreement will not include any sales, use, personal property, excise, consumption, goods and services, value added or any similar or any other taxes, duties, or assessments, including interest and penalties thereon, which may be levied, assessed or imposed by any governmental authority or agency on or as a result of this Agreement or the Plan or the Aircraft itself or any transaction under the Plan, or any other matters or things covered the Plan, to the extent imposed by law on HBC, or the Owner, as the case may be. The Owner will pay any such tax, duty or assessment, including interest and penalties thereon. HBC will notify the Owner of any such tax, duty or assessment, including interest and penalties thereon, that any governmental authority or agency is seeking to collect from HBC and the Owner agrees to promptly, but in no event later than ten (10) calendar days after receiving such notice, pay same directly to said governmental authority or agency, or to reimburse HBC for said tax, duty or assessment, including interest and penalties thereon, or to assume the defense against imposition thereof at its sole cost and expense, and to hold HBC harmless from such imposition. If the Owner does not make timely payment directly to said governmental authority or agency or timely defense, HBC may, at its own discretion, pay the asserted tax, duty or assessment, including interest and penalties thereon, and the Owner will thereupon reimburse HBC for any such payment and all reasonable costs and expenses incurred by HBC in accordance with the provisions of Article V Section 1 of this Agreement.

SECTION 5 - EXCUSABLE DELAY AND NONPERFORMANCE

5.1 The parties to the Agreement will be excused for failures and delays in performance of their respective obligations under this Agreement when the failure or delay is due to force majeure, including but not limited to, any enemy or war, whether declared or undeclared; civil commotion, insurrection, riot, embargo; or any legislation, act, order, directive, proclamation or regulation of any governmental or other duly constituted authority; or by labor strike, lock-out, walk-out, slow-down, or other labor trouble or industrial disturbance; acts of God or fire, explosion, earthquake, lightning, flood, drought, windstorm or other action of the elements, or other catastrophe or accident, epidemic or quarantine restrictions; or lack or shortage or delay in delivery of supplies, materials, accessories, equipment, tools or parts, delay or failure of subcontractors or suppliers for any reason whatsoever including mechanical breakdown, delay or failure of carriers; or other cause beyond the reasonable control of the affected party. This provision will not, however, release such party from using reasonable efforts to avoid or remove such causes, nor will it excuse or release such party from the payment of the compensation accrued under the terms of this Agreement prior to any of the above mentioned failures or delays in performance. Any party claiming such an excuse or delay for nonperformance will give prompt notice of the event or events to the other party.

5.2 In the event of any delay on the part of HBC in the performance of any of its obligations under the Plan pursuant to the provisions of this Agreement due, indirectly or directly, to force majeure, or any other cause whatsoever, whether similar to those mentioned herein or of a different nature but beyond the control or without the negligence of HBC, HBC will not be responsible for any such delay and the time fixed or required for the performance of any obligation or responsibility in this Agreement will, at the option of HBC be extended for a period equal to the period during which any such cause and effects thereof persist.

SAMPLE

SECTION 6 - WARRANTY

6.1 Nothing in this Agreement will be construed to add, vary, modify, restrict, diminish, delete or cancel the warranty provided by HBC for the Aircraft under the Hawker Beechcraft Corporation Aircraft Purchase Agreement, if the Owner is entitled to the benefit of such warranty on the effective date of this Agreement.

6.2 Nothing in this Agreement will be construed to add, vary, modify, restrict, diminish, delete or cancel the warranty provided by HBP&D under the HBP&D Part Limited Warranty for parts and components acquired from HBP&D, whether used by HBC, a maintenance facility or the Owner, if the Owner is entitled to the benefit of such warranty during the term of this Agreement.

6.3 If the Aircraft or a component is entitled to the benefit of both this Agreement and a warranty referenced in Section 6.1 and 6.2 above or a warranty provided by a component manufacturer, as applicable, the applicable warranty provisions will control and satisfy any obligations before this agreement is effective.

6.4 The Owner acknowledges and agrees that all repairs and maintenance work under this Agreement will not be performed by HBC. The maintenance provider will provide all warranties relating to maintenance and repair work performed and HBC will not be liable for nor extend any warranty for the services performed by the maintenance provider.

6.5 THE OWNER HEREBY WAIVES ALL WARRANTIES, OBLIGATIONS, OR LIABILITIES, EXPRESSED OR IMPLIED ARISING BY LAW, IN CONTRACT OR IN TORT, OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS OR OTHERWISE OR ANY IMPLIED CONDITION, AND ANY OTHER OBLIGATION OR LIABILITY ON THE PART OF HBC TO ANYONE OF ANY NATURE WHATSOEVER BY REASON OF THE OBLIGATIONS CREATED PURSUANT TO THIS AGREEMENT.

SECTION 7 - LIMITATION OF LIABILITY

7.1 HBC WILL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, INCIDENTAL, MULTIPLE AND/OR PUNITIVE DAMAGES OF ANY KIND OR NATURE UNDER ANY CIRCUMSTANCES WHATSOEVER AND HOWSOEVER CAUSED, NOR FOR ANY LOSSES OR DAMAGES FOR OR ARISING OUT OF ANY LACK OR LOSS OF USE OF ANY AIRCRAFT OR ANY COMPONENT AND RELATED CONSUMABLES EXCHANGED OR NO CHARGE RENTAL COMPONENTS PROVIDED UNDER THE PLAN OR THIS AGREEMENT FOR ANY REASON WHATSOEVER.

SECTION 8 - SUPPORT SERVICES UNDER THE PLAN

8.1 The Owner hereby understands and agrees that:

8.1.1 support services provided under the Plan pursuant to the provisions of this Agreement may, with respect to the Aircraft, be performed, at any time and from time to time, by the Service Facility as HBC may in its own discretion decide and appoint; and,

8.1.2 where an ASC facility is appointed by HBC pursuant to the provisions of an Authorized Service Center Agreement, then the ASC will only have the power to exercise those rights or perform those obligations which the terms and conditions of the Agreement specifically provided to be exercised or performed by HBC.

SECTION 9 – WAIVER

9.1 The failure of either party at any time to require performance by the other party of any provision of this Agreement will not affect the right to require such performance at any time thereafter, and the waiver by either party of a breach of any provision of such Agreement will not constitute a waiver of any succeeding breach of the same.

SAMPLE

SECTION 10 - APPLICABLE LAW AND DISPUTES

10.1 It is expressly understood and agreed that this Agreement will be interpreted according to and governed by the laws of the State of Kansas, U.S.A. as to all matters hereunder.

10.2 The parties agree that the United Nations Convention on Contracts for the International Sale of Goods will not apply to this Agreement.

10.3 In the event of a dispute, at least one senior officer of each party will, prior to initiation of any legal proceedings, discuss the basis and nature of the dispute and identify the desired remedy(ies), and seek to resolve the dispute. Should such discussions not be successful in resolving the dispute within thirty (30) calendar days, the parties may, subject to mutual agreement, engage a mediator or other third party to aide the parties in resolving the dispute within the succeeding thirty (30) calendar days. Should both of these means to resolve the dispute fail, then, and only then, may litigation be pursued by either party. Any proceeding conducted in accordance with this Section 10 will be governed by the laws of the State of Kansas, without giving effect to its internal principles of conflict of laws.

10.4 EACH OF THE PARTIES HEREBY KNOWINGLY, VOLUNTARILY AND INTENTIONALLY AGREES THAT ANY ACTIONS OF PROCEEDINGS ARISING DIRECTLY OR INDIRECTLY IN CONNECTION WITH, OUT OF, RELATED TO OR FROM THIS AGREEMENT SHALL BE LITIGATED EXCLUSIVELY IN FEDERAL COURT HAVING SITUS WITHIN THE UNITED STATES OF AMERICA, STATE OF KANSAS. EACH OF THE PARTIES HEREBY IRREVOCABLY CONSENTS AND SUBMITS TO THE EXCLUSIVE JURISDICTION AND VENUE OF THE FEDERAL COURT LOCATED IN WICHITA, KANSAS.

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SAMPLE

SECTION 11 - APPENDICES

11.1 All appendices attached hereto are by this reference made a part of this Agreement. All appendices will automatically become void and be without further force or effect upon termination or expiration of this Agreement.

SECTION 12 - HEADINGS

12.1 The headings of the sections in this Agreement are inserted for convenience of reference only, are not part of this Agreement, and will not in any way affect the interpretation of this Agreement.

SECTION 13 - ENTIRE AGREEMENT

13.1 This Agreement and the matters referred to herein constitute the entire agreement between HBC and the Owner and will supersede and cancel all prior negotiations, representations, alleged warranties, statements, letters, acceptances, contracts, agreements, and communications, whether oral or written, between HBC and the Owner concerning all matters covered herein. No agreement or understanding varying the terms and conditions of this Agreement will have any affect unless it is in writing and signed on behalf of each party by its duly authorized representative. In the event of any inconsistency between this Agreement and any of the Appendices, the provisions of this Agreement will prevail.

IN WITNESS WHEREOF, the Owner and HBC have agreed to and accepted the terms and conditions set forth in this Agreement and the Appendices attached hereto, and caused the same to be approved and executed by their duly authorized representatives.

Signed by
for and on behalf of
HAWKER BEECHCRAFT CORPORATION

}By .....

}Name .....

}Title .....

"HBC"

<u>NOTE:</u> IN SIGNING THIS AGREEMENT THE OWNER ACKNOWLEDGES AND AGREES THAT: (A) THIS AGREEMENT WILL AUTOMATICALLY EXPIRE ON THE <u><<EXPIRATIONDATE>></u> AS SPECIFIED ABOVE IN ARTICLE II SECTION 2.1; (B) THE OWNER'S PLAN IS NOT PERMANENT AND MAY BE REVOKED OR TERMINATED PRIOR TO THE AFORESAID DATE FOR ANY OF THE REASONS SPECIFIED IN ARTICLE V SECTION 2, AND (C) THIS AGREEMENT DOES NOT CREATE OR VEST ANY LEGAL RIGHTS FOR OR IN THE OWNER WHICH ARE RENEWABLE, CONTINUOUS, LASTING, PERMANENT OR IRREVOCABLE IN NATURE OR SCOPE.

Signed by
for and on behalf of
<<HBC OWNER>>

}By .....

}Name .....

}Title .....

"the Owner"

SAMPLE

APPENDIX A

SECTION 1 - DEFINITIONS

The following words or expressions, when used in this Agreement or in connection with the Plan, will have the meaning given to them below:

1.1 ABUSE

(a) The failure by the Owner to perform the proper maintenance, repair, or modification of the Aircraft, engine, APU or any component as required by any applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions including, without limitation, HBC maintenance, repair and overhaul manuals, and any appropriate Airworthiness Authorities' requirements and/or airworthiness directives; or

(b) any use, operation, testing or storage of the Aircraft, engine, APU or any component not in accordance with accepted aircraft operation, maintenance practice or applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions; or

(c) any neglect, misuse, degradation, negligence or wrongful act or omission, unauthorized repair or modification adversely affecting the Aircraft, engine, APU or any component; or

(d) any accident, impact or foreign object damage or contamination resulting in damage, fatigue or unusual wear to the Aircraft, engine, APU or any component; or

(e) any operation of the Aircraft, engine, APU or component, for any reason whatsoever, beyond the limits set forth in any applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions; or

(f) any improper techniques or methods of performing labor such as the failure to follow applicable requirements of appropriate HBC manuals or any appropriate Airworthiness Authority document and/or generally accepted practices currently followed in the general aviation industry, or

(g) any removal, tampering, obliteration or destroying of HBC's, or its supplier's, identification mark, name or serial number from any part or component.

1.2 AIRCRAFT

means the Hawker Beechcraft aircraft bearing the serial number as defined in Appendices to this Agreement operated by the Owner to which the Plan applies.

1.3 AIRCRAFT GEOGRAPHICAL MAINTENANCE LOCATION

means the worldwide geographical location from which Support Plus claims for inspections, heavy maintenance, parts and service originate.

1.4 AIRCRAFT PURCHASE AGREEMENT

means the Purchase Agreement between HBC and the original purchaser of the Aircraft operated by the Owner to which the Plan or this Agreement applies.

1.5 AIRWORTHINESS AUTHORITY

means the Federal Aviation Administration of the United States of America (or any successor thereof) or the equivalent regulatory authority with jurisdiction applicable to the Owner.

SAMPLE

1.6 AIRCRAFT ON GROUND (AOG)

means the highest priority designation to process a requirement for a spare part(s) and/or maintenance action where the Aircraft is unable to continue or be returned to service until appropriate action is taken without the possibility that the item can remain inoperable and/or unserviceable within the terms of the Minimum Equipment List (MEL), if applicable.

1.7 ATTACHING PART

means any part used to attach a component to the Aircraft which can be used more than once including, without limitation, standard aircraft hardware that is generally available from sources other than HBC, but excluding a part which, by design, is specific to the Aircraft.

1.8 AUTHORIZED SERVICE CENTER OR ASC

means certain duly qualified service facilities appointed to perform support services, as appropriately rated by HBC, on behalf of HBC for the convenience of the Owner.

1.9 COMPONENT

means any self-contained part or any combination of parts, sub-assemblies or units which performs a distinctive function in any operating system installed or incorporated in the Aircraft and covered by the Plan pursuant to the provisions of this Agreement.

1.10 CONSUMABLES

means any item which, by design, is specific to HBC aircraft for any component installation or servicing and which can be used only once, but excluding readily available standard maintenance consumables, fluids and compounds, or standard aircraft hardware.

1.11 DESIGNATED SERVICE LIFE

means the serviceable life (hours/cycles/calendar time) of any component defined by maximum permitted life, service life restrictions or temporary life restrictions as listed in any applicable publications or instructions. Any component will be removed from service immediately after having achieved its designated service life in order to be overhauled, refurbished or replaced, as may be applicable. For purposes of this definition, "service life restrictions" means the point(s) in time specified by HBC and/or any of its suppliers when any component will be refurbished or replaced; and "temporary life restrictions" means the point(s) in time specified by any appropriate Airworthiness Authority when any component will be overhauled, refurbished or replaced, as may be applicable.

1.12 DISCRETIONARY INSPECTION

means any premature inspection of the Aircraft or its components, at the Owner's discretion or convenience, prior to achieving the applicable inspection interval or tolerance as specified in any applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions including, without limitation, HBC Aircraft Maintenance Manual and/or that is not in compliance with all appropriate Airworthiness Authorities' requirements and/or airworthiness directives.

1.13 DISCRETIONARY REMOVAL

means any premature removal of a component, at the Owner's discretion or convenience, prior to achieving the applicable designated service life, wear limit, tolerance or allowance specified in any applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions including, without limitation, HBC Aircraft Maintenance Manual.

1.14 EAGLE SERVICE PLAN (ESP®)

means a Service Program offered and administered by Pratt & Whitney Canada Inc. for the exchange or supply of materials or labor related to the Pratt & Whitney engines installed on the Aircraft in consideration of the monthly payment of a service charge as per the terms and conditions of the ESP contract.

SAMPLE

1.15 FAULT NOT FOUND

means labor performed with the intent to repair, rectify or troubleshoot any condition or component, or the removal of any component which is returned to HBC and/or to any supplier or repair or overhaul facility designated by HBC which, after investigation by HBC is found to be serviceable, resulting in no change or no findings confirmed due to the condition and/or component(s) which is or are within serviceable limits as per the appropriate manuals.

1.16 FLAT-RATE CHARGES

means charges for labor hour reimbursement where HBC, in its sole and absolute discretion, has established a flat-rate labor allowance that, after taking into consideration the normal requirements for accomplishing a maintenance task on the Aircraft, consists of a nominal quantity of labor hours for accomplishing such work, including labor for gaining access to, inspecting, checking, troubleshooting, removing, repairing, refurbishing or overhauling, or replacing any component and related consumables for each scheduled and/or unscheduled maintenance task covered pursuant to the Plan. Costs associated with such work by the Service Facility will be the responsibility of HBC, only to the extent of the HBC flat-rate labor allowance referenced above multiplied by the applicable facility's labor rate as defined under the Plan. HBC will not be responsible for any costs over and above the flat-rate labor allowance amount that would have been charged by or to HBC for like or similar work at the Service Facility.

1.17 HOURLY RATE

means the flight hour rate established at the effective date of the agreement and includes an administration fee of $16.00 per flight hour that will not be refundable in the event of termination or expiration of this Agreement

1.18 LABOR

means the maintenance labor hours of work expended directly on the Aircraft or removed components to complete the maintenance task.

1.19 LABOR RATE

means labor charges for standard non-overtime labor hours at the facility's current posted shop rate or labor rate agreed upon by HBC for the purposes of the Plan, whichever is lower, and excluding any overtime premium and/or call-out charges.

1.20 MAINTENANCE SERVICE PLAN (MSP®)

means a Service Program offered and administered by Honeywell International for the exchange or supply of materials or labor related to the Honeywell Inc. engines or auxiliary power unit, as applicable, installed on the Owner's aircraft in consideration of the monthly payment of a service charge as per the terms and conditions of the MSP contract.

1.21 MEDAIRE

Means a Service Program offered and administered by MedAire, Inc. for the supply of goods and services.

1.22 OVERHAUL

means to make any component serviceable by disassembling, inspecting, replacing, or repairing failed, damaged or worn parts of such a component including, where necessary, compliance with applicable service bulletins, if required for certification, to achieve operating or design tolerances. An overhauled component will be certified to have zero time for purpose of designated service life, unless otherwise specified.

1.23 PLAN

means the Support Plus Maintenance Plan, also otherwise known as "**Support Plus"**, offered to the Owner for the Aircraft and administered by the terms and conditions of this Agreement.

1.24 HBP&D

means Hawker Beechcraft Parts and Distribution, HBC's wholly owned subsidiary responsible for the inventory and distribution of parts, components, tooling and ground support equipment, publications and other technical data obtained from HBC.

SAMPLE

1.25 REFURBISH OR REFURBISHMENT
means to restore or recertify any component using written procedures to allow such a component to continue to be or remain serviceable.

1.26 REPAIR
means to make any component serviceable by disassembling, inspecting, replacing, or repairing failed or damaged parts of such a component including, where necessary, compliance with applicable service bulletins, if required for certification.

1.27 ROUTINE FREIGHT
means ground and/or non-expedited shipments by common carriage associated with the exchange of components and the supply of related parts and/or consumables covered pursuant to the Plan from a HBC or HBP&D warehouse directly to the Owner or directly to the aircraft location. Such routine freight is coded by HBC as "AAA".

1.28 ROUTINE LABOR
means labor performed by the Owner for the servicing of the Aircraft, engines or APU including, without limitation, fuel, lubrication oil, hydraulic oil, de-ice or anti-ice fluids water/ waste, oxygen, tires, general inspection and condition, cleaning and preflight or post flight inspections and any other maintenance activity similar in nature.

1.29 SCHEDULED COMPONENT REMOVAL
means the removal of any component occurring as a result of such a component having achieved its designated service life or being within a grace period of fifty (50) hours or fifty (50) cycles or one (1) month, as applicable, from achieving its designated service life.

1.30 SCHEDULED INSPECTION
means any inspection performed at intervals defined in the current applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions as revised from time to time including, without limitation, HBC Aircraft Maintenance Manual and/or that is in compliance with all appropriate Airworthiness Authorities' requirements and/or airworthiness directives to maintain an item in a serviceable condition by systematic inspection, detection, functional and/or operational checks to ensure a satisfactory operating condition as defined by the limits, tolerances or allowances.

1.31 SERVICEABLE COMPONENT OR SERVICEABLE
means any component that is in a satisfactory operating condition as defined by the limits, tolerances or allowances set forth in any applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions, and/or that is in compliance with all appropriate Airworthiness Authorities' requirements and/or airworthiness directives.

1.32 SERVICE FACILITY
means the appropriately rated Hawker Beechcraft Services facility for the purposes of conducting all scheduled inspection requirements and all unscheduled maintenance requirements required on the Aircraft. The appropriately rated Hawker Beechcraft Corporation Authorized Service Center is also included in the definition of Service Facility and may perform certain unscheduled maintenance requirements and certain scheduled inspection requirements as defined in Article III, Section 1.2.2 and 1.2.3, above. The appropriately rated Hawker Beechcraft Corporation Authorized Service Center is also included in the definition of Service Facility for the purpose of conducting all scheduled inspection requirements and all unscheduled maintenance required on the Aircraft for Owners with a base of operation outside of the United States of America.

Approved Maintenance Article and Section Ref	Hawker Beechcraft Services	Authorized Service Center	Authorized Service Center Outside of USA
Article III, Section 1.2.1	✓		✓
Article III, Section 1.2.2	✓	✓	✓
Article III, Section 1.2.3	✓	✓	✓

SAMPLE

1.33 TOTAL ASSURANCE PLAN (TAP®)
means a Service Program offered and administered by Williams International for the exchange or supply of materials or labor related to the Williams International engines installed on the Aircraft in consideration of the monthly payment of a service charge as per the terms and conditions of the TAP contract.

1.34 UNSCHEDULED COMPONENT REMOVAL
means the removal of any component occurring as a result of the determination, by HBC and/or any supplier designated by HBC following investigation, of the existence of a malfunction and/or discrepancy.

1.35 UNSCHEDULED INSPECTION
means any inspection to ensure a satisfactory operating condition as defined by the limits, tolerances or allowances set forth in any applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions, with an inspection interval not specified by an inspection interval in any applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions including, without limitation, HBC Aircraft Maintenance Manual and/or that is in compliance with all appropriate Airworthiness Authorities' requirements and/or airworthiness directives.

1.36 UNSCHEDULED MAINTENANCE
means any maintenance performed to restore any component to a serviceable condition occurring as a result of a confirmed malfunction and/or discrepancy.

1.37 UNSERVICEABLE COMPONENT OR UNSERVICEABLE
means any component that is not in a serviceable condition as defined by the limits, tolerances or allowances set forth in any applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions, and/or that is not in compliance with all appropriate Airworthiness Authorities' requirements and/or airworthiness directives.

Unless specifically defined above, terms of art or technical terms or expressions used in this Agreement or in connection with the Plan will have the meaning ascribed to them in the Air Transport Association's ATA Common Support Data Directory or the commonly accepted meaning used for them in the general aviation industry.

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APPENDIX B

Support+ Monthly Status Reporting Card

A/C Serial No. _____ Date of Report _____

Company _____ Phone Number _____

Reporting Month/Year _____ Reported By _____

E-mail _____ Fax _____

Aircraft Utilization:		Total Hours			Total Landings
A. At end of reporting month			F. At end of reporting month		
B. At end of previous month	-		G. At end of previous month	-	
C. Total Hours for reporting month (Item A minus B)			H. Total Landings for reporting month (Item F minus G)		

* Complete this Monthly Status Card forward to:

Hawker Beechcraft Corporation
FAX: +1.316.671.3060
Phone: +1.316.676.6995
Attention: Support Plus Billing

This report may also be e-mailed to: supportplus@hawkerbeechcraft.com

This report may also be accessed and submitted on line at:
http://www.hawkerbeechcraft.com/customer_support/support_plus/

* This must be received within 6 calendar days of the end of each month even if no hours flown.

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SAMPLE

APPENDIX C

SERVICE BULLETINS REQUIRED FOR ENROLLMENT

1. In accordance with Article II Section 6.2 of this Agreement, at the sole and complete discretion of HBC, the Owner agrees, at its own cost or expense, to incorporate the latest revision of (i) all HBC Mandatory Service Bulletins, (ii) all Recommended Service Bulletins having a specified compliance requirement prior to exceeding the compliance requirement for these types of Service Bulletins issued prior to the effective date of this Agreement as applicable to the Aircraft (iii) all Recommended Service Bulletins in the attached list prior to being entitled to any of the benefits of the Plan. Proof of compliance will be required to determine Service Bulletin incorporation. The Plan will not provided coverage for any service bulletin issued prior to enrollment and service bulletins previously offered at no charge to the Owner for which the Owner has exceeded the deadline specified by HBC and/or its suppliers for ordering or installing the related components or kits.

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Hawker Beechcraft

APPENDIX D

Support+ Notification of Aircraft Sale or Registration Number change

A/C Serial No. _____ Reported By _____

Date of Notification _____ Phone Number _____

Agreement No. _____ Fax Number _____

Name on Agreement Email _____

Sold ☐ In process of sale ☐ Registration Number Change ☐

Date of Sale/Registration Number Change: _____
Hours at Sale/Registration Number Change: _____
Landings at Sale/Registration Number Change: _____

Registration Number Change from _____ to _____

Prospective/New Owner Name: _____

Address: _____

_____

_____

Phone Number: _____

Fax Number: _____

Contact Name: _____

Email Address: _____

Comments: _____

_____

* Complete this Notification and forward to:

Hawker Beechcraft Corporation
FAX: +1.316.671.3060
Phone: +1.316.676.0448
Attention: Support Plus

This notification may also be e-mailed to: supportplus@hawkerbeechcraft.com

Service Bulletins

Warranty/Part Returns Contact List

Standard Warranty & Spare Part Warranty
Karren Gasche @ 316-676-8644 or karren_gasche@beechcraft.com
Kay Brewster @ 316-676-7034 or kay_brewster@beechcraft.com
Marilyn Morton @ 316-676-7282 or marilyn_morton@beechcraft.com
Elizabeth Stockbauer @ 316-676-2713 or Elizabeth_stockbauer@beechcraft.com
Or call 800 429 5372, select 7, then ask for your Claims Administrator.

Service Bulletins –
Kathy Neukirch @ 316-676-7193 or Kathy_neukirch@beechcraft.com

Support Plus – Domestic
Carla Walls @ 316-676-3297 or carla_walls@beechcraft.com

International –
Ravy Son @ 316-676-3049 or ravy_son@beechcraft.com
Donna Stewart @ 316-676-1413 or donna_stewart@beechcraft.com
Karren Gasche @ 316-676-8644 or karren_gasche@beechcraft.com

W1 Rejected Out-of-box – Parts rejected prior to first flight (can be installed, not flown)
Kathy Neukirch @ 316-676-7193 or Kathy_neukirch@beechcraft.com

New Part Returns –
Diana Miller @ 316-676-5815 or diana_miller@beechcraft.com
Carol Venegas @ 316-676-2458 or carol_venegas@beechcraft.com
Please note: these are shipped to Grapevine, TX only and can be restocked. New Part Returns cannot have been installed)

Cores –
Diana Miller @ 316-676-5815 or diana_miller@beechcraft.com
Carol Venegas @ 316-676-2458 or carol_venegas@beechcraft.com

No-Charge Replacement Part Claims/Orders -
Marilyn Morton @ 316-676-7282 or marilyn_morton@beechcraft.com

Beechcraft WEB –
Shelly Riedel @ 316-676-3685 or @ 1 888 727 4344, option 3, or email michelle_riedel@beechcraft.com

Claim Entry System Errors –
Carol Minton @ 316-676-7496 or carol_minton@beechcraft.com and provide your customer number and your claim number.

Revised March 2013

Filing Service Bulletin Claims

The Service Bulletin (SB) number contains 6 numbers. The first 2 numbers are the ATA code affected, the last 4 numbers are sequential numbers assigned by Beechcraft Technical Publications. Example 32-3581.

Important data to check on the Bulletin:

1. Aircraft Serial Number or Spares Effectivity
    a. If condition of SB exists, but the aircraft serial number is not listed in the effectivity, call Technical Support for verification

2. Check the **Warranty Statement – Section M**
    a. Material Only
    b. Manpower Only
    c. Materials and Manpower
    d. Proration of part and/or labor
    e. None

3. How to determine what part and/or labor will be covered.
    a. Manpower – Part 1, Section F
        - This section will give you the total labor hours necessary to comply with the SB. Example – 1 person, 6 hours
    b. Material Information – Part 2, Section A
        - This section will list all parts necessary to comply with the SB and the parts the SB will cover, if applicable.

4. Filing claims against an Active Service Bulletin
    a. W3 – Labor and Misc. parts only (part under $500.00)
    b. W4 – Parts and Labor (parts over $500.00) Requires valid HBP&D Purchase Order number
        - If you encounter problems entering an SB claim, contact your claims administrator
        - If Repair Design Order (RDO) was issued per the SB and as required by Beechcraft, please provide the RDO number and invoice number in your claim narrative.

5. Claims for aircraft titled to Beechcraft with BIA Coverage should be filed against the active SB. If the SB has expired, please file either a W5 (labor/parts under $500.00) or W2 type claim (labor and parts over $500.00) and reference the SB in the claim narrative.

AD's via the Internet:
http://www1.airweb.faa.gov/REGULATORY_AND_GUIDANCE_LIBRARY/RGAD.NSF/MAINFRAMENETSCAPE4X?OpenFrameSet

SB's via the Internet: WWW.beechcraft.com

1. Service/Support
2. Left column select *Service Bulletins/Communiques*
3. Select On-Line Service information (OSI Library)
4. Select Product line, either Beechcraft or Hawker at top on the left.
5. Under the Pub Number field enter the SB # only as XX-XXXX. (Please note at the bottom the Publication types are all checked. One or all can be selected.
6. On the right column you should find Search Results. The SB number should be selected by double clicking.
7. The SB should now be opened. This can be printed also.

Any questions? Please call Beechcraft Warranty at 316-676-7193 or email warranty@beechcraft.com

For error messages encountered during claim entry, read the SB and verify that the aircraft is within the effectivity, warranty coverage is applicable and the correct part numbers are applied. If error messages are still encountered, please call Kathy at 316-676-7193 to verify coverage.

You may see the following two errors:

1. "SB not valid for the aircraft/aircraft model. This occurs when the aircraft serial number is not valid for the SB. If your aircraft serial number is listed in the effectivity, it may require our attention. See contact information above.
2. "Part installed is not valid for SB and aircraft combination. This occurs when the part requested on the claim is not valid or listed on the SB. Please verify the part removed and installed on the SB instructions first, then contact Beechcraft if you still receive an error.

New Parts & Cores

NEW PART RETURN REQUIREMENTS

For your benefit we have enclosed our return policy. If it becomes necessary for you to return a component purchased from HBP&D, we will be able to respond to your claim more efficiently if you follow these guidelines:

- Requests to return components must be made within 30 days from date of shipment.
- Reports of shortage in shipment must be made within 10 days from invoice date.
- Normal handling charges are 15% ($50.00 minimum / $500.00 maximum) on stock items. Recertification charges may also be applied to the return of specific parts. All costs, including freight, will be credited in the case of a HBP&D error.
- All returns must have prior approval to return* and should be returned with all freight and custom charges prepaid. Items with prior approval will be processed in a timelier manner.
- Original documentation, which includes all CAA/FAA airworthiness documentation furnished with the original shipment, must accompany the part.
- Please reuse the original packing material/methods when possible.
- Claims to the carrier should be submitted upon receipt for obvious shortage or carton damage. If it becomes necessary to submit your claim to HBP&D, a copy of your claim and/or correspondence with the carrier must be submitted.
- Statically sealed items must be returned unopened.

The following orange and black label, P/N: 902-009/1209 should be used when returning a new part return. Labels can be ordered through the Technical Material Distribution Center at +1.800.796.2665. TMDC@beechcraft.com

For return approval, please contact any HBP&D Customer Service Representative at +1.888.727.4344 or fax to +316.676.3471

Beechcraft

CORE RETURN REQUIREMENTS

In order for us to supply our next customer with an exchange item of equal quality with the documentation acceptable to regulatory authorities, we would appreciate your attention to the following core return requirements:

- A copy of a HBP&D document is required and should be attached when the core is returned. This could be a copy of the packing sheet or invoice on which the part was purchased.
- Cores should be carefully repackaged to preclude shipping damage. Reuse the original packing material/methods where possible.
- Cores must be returned with service data documented by a licensed mechanic or authorized repair station. Use the Parts Information Tag (Form No. 852-31487) supplied herewith for the purpose. (Parts Information Tag must be filled out completely.)
- Installing agencies and repair station certification holders may identify return cores with their own approved repairable parts tag in lieu of Form No. 852-31487 provided that the same information is supplied.

HBP&D reserves the right to return cores at customer expense and not issue core credit for cores that are BER (Beyond Economic Repair), incomplete data tags, disassembled, not like for like part number or if the core returned exceeds normal run out condition and is going to incur charges over and above the standard overhaul. HBP&D will provide bill back notification to the customer within 45 days from receipt of the core if over and aboves or core unacceptability should be identified. Cores must be returned to HBP&D, unless otherwise directed by Beechcraft Corporation, within 30 days for Domestic orders / 45 days for International orders from the date of shipment. Address labels are available through TMDC@beechcraft.com. Failure to comply with the above requirements may delay or forfeit core credit issuance. TMDC@beechcraft.com.

Thank you for purchasing quality exchange parts from HBP&D.

Beechcraft

PROCEDURES FOR RETURNING WARRANTY PARTS TO BEECHCRAFT

1. If instructed by Beechcraft Warranty or the Warranty Website to return a part, the complete part must be returned to Beechcraft Warranty with any covers, cases, lenses, etc. All parts must be properly packed, including Electrostatic Discharge (ESD) protection, to prevent en-route shipping damage. All instruments that are cageable must be caged. All ports, lines and connectors should be appropriately capped.

2. The Beechcraft Warranty Claim number sheet printed from the Warranty Website upon completion of the claim must be included in the carton with the part(s). Also, a completed Parts Information Tag (PIT), P/N 852-31847 (current revision), or your in-house version, including part hours is required and must be attached to the part. **Landing gear parts and actuators require part hours, cycles, landings and the squawk**.

3. Place the Warranty Claim Shipping Label (P/N 902-008/1112, current revision) on the outside of the box. This ensures that the part will be delivered to the proper address, and will help speed processing your claim. More than one warranty part may be packed in the same carton only if a complete listing of all parts is included in the shipment with each carton. Please do not hold up the return of warranty parts to consolidate shipments as all parts must be returned within 30 days of claim filing for domestic, and within 45 days for international ASCs. The part(s) must be shipped prepaid to Beechcraft. All taxes, import duties, special handling freight costs and other fees are not covered by Beechcraft warranty/special programs.

Beechcraft

NEWS YOU CAN USE

Doc: 852-2002

Date: January 3, 2002 – original issue date

To: Beechcraft Authorized Service Centers

This letter serves to update and expand existing Beechcraft policies for submission and follow up on all New Part Return claims submitted for reimbursement. W1 (Rejected) Warranty Claim VS. NEW PART RETURN Claim.

W1 (REJECTED) WARRANTY CLAIM

Mis-Identified Part (for example, part is stamped with a left hand part number, but it is actually a right- hand part.)

Mis-Manufactured parts (please carefully identify)

Installed, does not fit

If installed, it is a "W1" Rejected claim if it has not flown

NEW PART RETURN CLAIM

Shortages in shipment (must report in **10** days) [Z02]

Kit shortages [Z03]

Catalog Errors [Z04]

Ordered in Error [Z05]

Packaging Insufficient by HBP&D [Z06]

Expired shelf life items [Z07]

Wrong part shipped (for example, ordered a gasket, but received a bolt.) [Z09]

Duplicate shipment [Z17]

Improper paperwork (for example, serial number on part and paperwork do not match) [Z25]

Thank you for your attention,
Beechcraft Corporation Warranty Programs

If you have any questions, please contact your Beechcraft Claims Administrator. If you are uncertain whom to contact, please e-mail Warranty@beechcraft.com and your e-mail will be forwarded to your claims administrator for response.

Beechcraft

NEWS YOU CAN USE

To: All Beechcraft Authorized Service Centers

Subject: Obligations of Beechcraft Authorized Service Centers – New Part Returns
Service Center Policy Manual Section 10

This letter serves to update and expand existing Beechcraft policies for submission and follow up on all New Part Return claims submitted for reimbursement.

NEW PART RETURNS

30 Day filing time:
All claims must be filed with Beechcraft no later than 30 days from the date of Invoice.

The subject part must be received at Beechcraft no later than 30 days for Domestic / 45 days for International from the date of approval.

10 Day filing time for shortages:
All shortages must be filed with Beechcraft no later than 10 days from Invoice date.

Incomplete Claims:
If for some reason additional information is required to settle your claim, a request will be made specifying what information is needed. This information must be provided within seven (7) calendar days of the request. A second request will not be made. If no response is provided, the claim will be denied due to inadequate information.

Proof of Deliveries:
Parts being returned to incorrect addresses or without prior approval will not be paid until part is located.

Damaged Freight:
Shipments should never be refused. The paying party is responsible for the damaged shipment. If the part shipped collect, the customer is responsible to file to the freight carrier. If the part is shipped prepaid, the claim should be filed to Beechcraft

If you have any questions, please contact your Beechcraft Corporation Claims Administrator. If you are uncertain whom to contact, please e-mail warranty@beechcraft.com and your e-mail will be forwarded to your claims administrator for response.

Beechcraft

NEWS YOU CAN USE

Doc 852-12-0056 Revision/Policy Manual Revision:
November 15, 2012

To: All Beechcraft Authorized Service Centers

Subject: Obligations of Beechcraft Authorized Service Centers - Service Center Policy Manual Section 10 All Part Return Claims

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This letter serves to explain and clarify your part returns to Beechcraft Corporation.

Warranty/ Core Returns / New Part Returns

Hawker Beechcraft Parts & Distribution
c/o PFS Web
801 Industrial Blvd., Suite 100
Dock B
Grapevine, Texas 76051

Labels:

- Green Warranty: P/N 902-008/1112
- Purple Core/Exchange: P/N 092-010/1112
- Orange New Part returns: P/N 902-009-1209

Labels may be ordered through the Technical Material Distribution Center:

Telephone: 1.800.796.2665 or +1.316.676.8238 or E-Mail tmdc@beechcraft.com

Just a reminder: Please be certain that the proper paperwork is attached to each part returned to Beechcraft. It is critically important to our receiving process that proper paperwork is with each part and that each part is clearly marked as a New Part return, OR as an Exchange Core OR as Warranty. Please help us speed the credit process by clearly marking each part.

Please note: Parts received without proper paperwork will be returned collect 14 days after the date of written request for information if Beechcraft has not received the data requested. Thank you.

If you have any questions, please contact your Beechcraft Corporation Claims Administrator. If you are uncertain whom to contact, please e-mail warranty@beechcraft.com and your e-mail will be forwarded to your claims administrator for response.

Misc.

Warranty/Part Returns Contact List

Standard Warranty & Spare Part Warranty
Karren Gasche @ 316-676-8644 or karren_gasche@beechcraft.com
Kay Brewster @ 316-676-7034 or kay_brewster@beechcraft.com
Marilyn Morton @ 316-676-7282 or marilyn_morton@beechcraft.com
Elizabeth Stockbauer @ 316-676-2713 or Elizabeth_stockbauer@beechcraft.com
Or call 800 429 5372, select 7, then ask for your Claims Administrator.

Service Bulletins –
Kathy Neukirch @ 316-676-7193 or Kathy_neukirch@beechcraft.com

Support Plus – Domestic
Carla Walls @ 316-676-3297 or carla_walls@beechcraft.com

International –
Ravy Son @ 316-676-3049 or ravy_son@beechcraft.com
Donna Stewart @ 316-676-1413 or donna_stewart@beechcraft.com
Karren Gasche @ 316-676-8644 or karren_gasche@beechcraft.com

W1 Rejected Out-of-box – Parts rejected prior to first flight (can be installed, not flown)
Kathy Neukirch @ 316-676-7193 or Kathy_neukirch@beechcraft.com

New Part Returns –
Diana Miller @ 316-676-5815 or diana_miller@beechcraft.com
Carol Venegas @ 316-676-2458 or carol_venegas@beechcraft.com
Please note: these are shipped to Grapevine, TX only and can be restocked. New Part Returns cannot have been installed)

Cores –
Diana Miller @ 316-676-5815 or diana_miller@beechcraft.com
Carol Venegas @ 316-676-2458 or carol_venegas@beechcraft.com

No-Charge Replacement Part Claims/Orders -
Marilyn Morton @ 316-676-7282 or marilyn_morton@beechcraft.com

Beechcraft WEB –
Shelly Riedel @ 316-676-3685 or @ 1 888 727 4344, option 3, or email michelle_riedel@beechcraft.com

Claim Entry System Errors –
Carol Minton @ 316-676-7496 or carol_minton@beechcraft.com and provide your customer number and your claim number.

Revised March 2013

Beechcraft

Goodwill Claims:

Expenses that are not covered by Beechcraft Warranty and Maintenance Programs may be submitted for Goodwill consideration if the expense has been pre-approved in writing by Beechcraft Management.

These claims could be for labor, parts, expenses or services such as overtime, fuel, travel, out of network support, etc. and should be filed via our Warranty Website using the claim format best fitting the scenario.

The claim narrative must state the original squawk/snag that led to the work or service being done, and must reference the full name of the person approving the expenses. The claim must include any other pertinent data or approval reference numbers. A copy of all written correspondence noting the approval plus all related invoices must be emailed or faxed to Beechcraft Warranty including the applicable Beechcraft claim number before the claim can be reviewed for the consideration/approval process.

Please note these claims do require additional paperwork and final approval sign off so your settlement may take additional time.

Non-Warrantable Bulbs

File only if aircraft has active Support Plus

Rev 4, December 2010

Ice Light bulbs	**WA4174-24, GE4505**
Cabin Light bulbs	**25100-1-24**
Wheel Well & Rear Bay Light bulbs	**GE303, GE3011**
Landing and Taxi Light bulbs	**4596, 4580, 36-3021-1, GE4594, GE4505, GE4587, 4587**
Navigational Lights (*see section below for 01-0771015-04), Standby Compass bulbs	**1683, A510-28V, MS25309-7512, 6839, 203529-2, W1290-28, A7512-12, A7512-24, A508-28, 628, 01-077034-04, A8623-24, L1338**
Recognition Light bulbs	**LP1982SP, 40-0003, 314557-1, 39033018-1, 130-381001-1**
Interior Reading Light bulbs	**25100-1-24, 3565-01, 303**
Post and Annunciator Light bulbs	**327, 387**
Deice Light bulbs	**A7079B24, 71744**
Rotation Beacon bulbs	**1939, A7079B24, 1924, 1939X**
Logo Light bulbs	**DA-27**
Tail Floodlight	**1982SP, 80-10-0200, 678, DA-27**
Entrance Light bulbs	**400-03, 313, 313 BULB, MS25231-313**
Emergency Light bulbs, Interior & Exterior; Storm, Emergency, Flood & Ramp Light bulbs	**101-364793-27, MS25231-316, GE303, S2805-202, 6240-99-995-3282, GE1385**
Courtesy Light bulbs, Bulkhead Spot bulbs, Illuminated Panel Light bulbs	**99-33080-11P47TL, L1022, 6838, L1330**
Map Light bulbs, Chart Light bulbs	**1495, L1021F**
Pad Light bulbs	**6240-99-995-1271**

Warrantable Lights/Bulbs

Can be filed under Warranty coverage (see ***Note)

*****Note: if any bulb is replaceable, the shop must replace the bulb. Beechcraft does not pay for a light assy if a bulb would have fixed the squawk. Strobe Lights, Tubes and Bulbs Recog light if req'd 01-0770453-01**	**31-3078-1, 30-1467-5, 20333, 100-384118-13, 202331, 31-2059-5, 55-0629-1, 31-1745-1, 100-384118-14, 55-0221-1, A500A-B2B, 01-0790028-01, 01-0770453-01, 36-0270455-02, *01-0771015-04, 01-0790361-20**
Flashing Beacon Bulbs	**90033-4, 90033-6, 34-0226010-91**
Cold Cathode / Fluorescent Lights	**6900026, 6635-3602S, 25100-1-30S**
Internal Door Light bulbs	**1864- Step Light, C28926-19**
Misc Lights/Bulbs	**Gear Handle Bulb, OAT Bulb No Smoking Light Trays/Signs, ITT Bulbs, Fuel Flow Bulbs**
Fluorescent tubes and bulbs	**25-100-1-3015**
Lamp Assembly	**101-380084-1,100-380084-3**
Controller Light bulbs	**7341**
Cabin and Galley Bar Lights and bulbs	**AL1235T600B & AS1235T311B, AL1235, 998502-13, 00033300-1, S11C2.5B28LSLS, S27C2.5B28LS**

Beechcraft

NEWS YOU CAN USE

Doc: 852-05-0022R1 (852-05-0022 dated February 28, 2005)

Date: April 12, 2012

To: Authorized Service Centers

Subject: Warranty Paint/Interior Authorization – Revised dollar amount requiring pre-authorization letter

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Reference: Service Center Support Policy Manual Section 10

Should the condition of the exterior paint or the interior finish appear to warrant repair, the Authorized Service Center (ASC) will notify the Warranty Department at Beechcraft, in writing, noting the areas involved and the nature of the condition. Any rework that exceeds $5,000.00 will require pictures of the condition, a detailed description of the affected areas using the Warranty Paint Application (located on the Beechcraft ASC Website), and an estimate of the cost for the complete repair before approval will be granted to proceed. Claims for work exceeding $5,000.00 accomplished without prior approval will result in claim denial and will not be approved for payment.

The change in policy is an increase in amount from $3,000.00 to $5,000.00 for minor repairs. We feel that this increase will aid in our mutual goal of fast and efficient service to the customer.

This change will be incorporated in the next revision of your Service Center Support Policy Manual, Section 10.

Thank you for your attention,

Beechcraft Corporation
Warranty Programs

If you have any questions, please contact your Beechcraft Claims Administrator. If you are uncertain whom to contact, please e-mail warranty@beechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

Beechcraft

Date
852-XX-XXXX

Address
Address
Address
Address

Dear XXXXXX,

This letter is in response to your request concerning the condition of the paint on aircraft XX-XXXX.

Please proceed with the repainting of the aircraft areas as noted in the estimate on file at Beechcraft Corporation. Upon completion, please file a warranty claim for the actual time and materials consumed, but not to exceed $XXX.00 USD per the approved estimate/quote dated XX/X/XXXX.

This work must be accomplished within 90 days of the issue date of this letter. If the work cannot be completed before the 90 day deadline, please contact your Beechcraft Warranty Representative. Written approval must be issued for an extension on this letter or approval will be void.

In the event warranty consideration is required on the repainted areas of the aircraft, any adjustments will be between the customer and your facility or the facility accomplishing the repair.

Sincerely,

Sherri Hetler
Manager, Warranty Programs
Hawker Beechcraft Global Customer Support

cc

Beechcraft

Corrosion / Erosion

May be considered if the following conditions are met:

The aircraft has low hours
The aircraft is at or prior to the first inspection
The area affected must be defined clearly

Cannot be considered:

Environmentally induced corrosion or erosion

Preventable corrosion or erosion (example: the area or part should have been lubricated or treated)

Erosion due to lack of a protective device or boot (such as a radome/nose cone boot).

Erosion or corrosion due to insufficient coating material or sealant (example: heater horn heat conductive paint erodes during flight)

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Windows

Polarized windows exhibiting discoloration of the mid-ply may be covered under active maintenance program coverage if the window was not left in the darkened position on the ground.

Crazed windows are not covered. Crazing is caused by improper cleaning products and/or maintenance procedures. (If the aircraft is brand new, please call your Claims Administrator to discuss).